

# EMPLOYEE COMPLAINT RESOLUTION POLICY

## **Purpose**

The purpose of this policy is to resolve employee relations issues such as:

- Employee questions about interpretation or applications of Board and School policies
- Conflict with fellow workers or the Director
- A problem or circumstance that has not been resolved to an employee's satisfaction

## **Policy**

Misunderstandings and conflict can arise in any organization. To ensure effective work relations it is important that such matters be resolved before serious problems occur. Most incidents resolve themselves naturally. However, if you have a question about interpretation or application of Board or School policy, are in disagreement with a fellow worker or the Director, or have a problem that has not been resolved to your satisfaction, the following procedure to resolve the circumstance should be followed in this order:

- Step 1 – Attempt to resolve interpersonal issue with the other party.
- Step 2 – Immediate Supervisor – If the prior step doesn't resolve your issue and your immediate supervisor is not the Director, promptly bring the situation to the supervisor's attention, explaining the problem and the suggested solution.
- Step 3 – School Director – If the prior step doesn't resolve your issue given adequate time, bring the situation to the attention of the school Director, explaining the problem and the suggested solution.
- Step 4- Executive Director- If the prior step doesn't resolve your issue given adequate time; bring the situation to the attention of the Executive Director, explaining the problem and the suggested solution.
- Step 5 – Board of Directors – If the problem is not resolved after a discussion with the Directors, you may request a meeting with the Board Chair or Vice Chair. After which an executive session may be held to consider the facts and review the matter further. You will normally receive a response regarding the matter.

You should feel free to use this resolution process without fear of retaliation in any form. This process should not be construed, however, as preventing, limiting, or delaying Entheos Academy from taking disciplinary action against any individual, up to and including termination (including those involving problems of overall performance, conduct, or professionalism) where the school deems disciplinary action appropriate.