

# CRESTWELL SCHOOL

## **GRIEVANCE POLICY AND PROCEDURE**

**Effective: March 5, 2021**

It is the policy of Crestwell School that all employees, students, and parents have the right to voice their complaints, grievances, or concerns about matters pertaining to the school. The following procedures should be utilized by all persons who have a grievance against any director, officer, or employee at Crestwell School.

### **1. Who May Grieve**

The procedures set forth below may be used by grievants who are employees, students, or parents of Crestwell School.

### **2. Board Level Grievances**

In most instances, the Governing Board of Crestwell School is not the proper party to hear grievances. Any grievances including, but not limited to, those relating to specific personnel, grades, discipline decisions, harassment, discrimination, inappropriate conduct, or employment decisions should be made to the Head of School in accordance with this Policy, unless otherwise authorized under Section 6. Notwithstanding the foregoing, the only types of grievances that may be filed directly with the Governing Board are those related to policies enacted by the Governing Board, decisions made directly by the Governing Board, or actions taken directly by the Governing Board.

### **3. Informal Grievance**

Most difficulties can be resolved simply by communicating a concern. When feasible, grievants are encouraged to first address the grievance with the other individual(s) involved. If the situation is still not resolved, grievants are encouraged to discuss their concern or harassment complaint promptly and candidly with the offender's immediate supervisor or the Head of School.

A grievant who has been subjected to harassment, discrimination, or similar misconduct is not required to discuss his or her complaint with the alleged harasser or perpetrator in any manner or for any reason prior to initiating a formal grievance.

### **4. Formal Grievance**

Within ninety (90) days of encountering the harassment, discrimination, or other offending conduct that is the subject of the grievance, a grievant shall file a written notice with the Head of School. Grievants may use the Grievance Form, available online from the school website, or from the Head of School. The written notice shall identify the nature of the complaint, the person(s) involved in the matter, the date(s) of the occurrence, the location of the occurrence, and any other relevant information. In addition, the notice must be signed and dated by the person filing the grievance. The Head of School can be reached by walk-in or by calling (239) 481-4478.

The Head of School will immediately initiate an adequate, reliable, impartial investigation of the grievance. Each formal complaint will be investigated, and depending on the facts involved in each situation, will be decided after receiving information from the appropriate individuals. Each investigation will include interviewing witnesses, obtaining documentation, and allowing parties to present evidence, as applicable.

Within thirty (30) business days of receiving the written notice, the Head of School shall respond in writing to the grievant (the “Response”). The Response shall summarize the course of the investigation, determine the validity of the grievance, and recommend the appropriate resolution.

If, as a result of the investigation, it is determined that the grievance was meritorious, appropriate corrective and remedial action will be taken against the offender. If the offender is a student, the student will be disciplined in accordance with Crestwell School’s Code of Student Conduct. A copy of the Student Code of Conduct can be found at [www.crestwellschool.org/forms](http://www.crestwellschool.org/forms)

## **5. Appeals**

If the grievant is not satisfied with the Response, the grievant may appeal the result in writing to the Education Service Provider. All such written appeals should be sent to the Director of School Operations and include all written materials and documents considered by the Head of School. The Education Service Provider can choose whether to hear an appeal in its discretion. If the Education Service Provider chooses to hear an appeal, it may affirm, reverse, or modify the decision of the Head of School. The decision of the Education Service Provider on all such matters is final.

## **6. Complaints Against the Head of School**

If the grievance is against the Head of School, then the grievant must follow the procedures stated herein, except that the grievance may be filed instead with the Director of School Operations or another member of the Education Service Provider. The Education Service Provider will notify the The Governing Board, or a designee of the Governing Board, will conduct the investigation and recommend appropriate resolution. The decision of the Governing Board on all such matters is final.

## **7. Prohibition Against Retaliation**

Crestwell School pledges that it will not retaliate against any person who files a complaint in accordance with this Policy, or any person who participates in proceedings related to this policy.

In addition, Crestwell School will not tolerate any form of retaliation against any person who makes a good faith report or complaint about perceived acts of harassment, discrimination, or a concern, or who cooperates in an investigation of harassment, discrimination, or any other grievance. Any person who is found to be engaging in any kind of retaliation will be subject to appropriate disciplinary action.

## **8. Contact Information**

### **In Summary (for complaints involving teachers):**

1. Seek to resolve the problem with the teacher, if applicable.
2. If the problem is not resolved, meet with the Head of School. You may email directly to address the issue or to set up an appointment.
3. If you wish to appeal a decision of the Head of School, you may contact the Director of School Operations. You may email directly to address the issue or to set up an appointment.

# CRESTWELL SCHOOL

## GRIEVANCE FORM

If you want to report an incident or complaint, or you believe that you have been discriminated against, harassed, or retaliated against in violation of Crestwell School's policies, you must completely fill out the appropriate sections of this form and submit it according to the instructions on the last page, within ninety (90) calendar days of learning of the grievous incident.

Copies of the Non-Discrimination and Anti-Harassment Policy and the Grievance Policy and Procedure may be obtained from the Head of School. Copies of these policies are also available on the school website. Review the Grievance Policy and Procedure for more details and ensure that you are familiar with it. This form and Crestwell School policies are subject to revision. Keep a copy of this form for your records. No one may be retaliated against for filing a grievance or for supporting a discrimination or harassment allegation.

### I. WHO IS FILING THIS GRIEVANCE?

**(A) Full Name:** \_\_\_\_\_

**(B) Address:** \_\_\_\_\_

**(C) Phone Number:** \_\_\_\_\_ (home) \_\_\_\_\_  
(alternate number)

**(D) Are you the parent or legal guardian of a student alleging a complaint or grievance?**

YES or NO (circle one)

If you answered "yes" to the above question, complete sections (1)-(3) below:

**(1) Student Name:** \_\_\_\_\_

**(2) Address:** \_\_\_\_\_

**(3) Phone number:** \_\_\_\_\_ (home) \_\_\_\_\_  
(alternate number)

### II. THIS GRIEVANCE ALLEGES:

**Please check as many boxes as apply to this Grievance.**

**(A) Discrimination or Harassment Based on:** Race Color Religion Creed Sex (including gender, pregnancy, sexual orientation) National Origin Age Disability Veteran Status

**(B) Retaliation Related to Discrimination or Harassment Complaint Based on:** Race  
Color Religion Creed Sex (including gender, pregnancy, sexual orientation) National Origin Age  
Disability Veteran Status

**(C) Manner of Alleged Discrimination, Harassment and/or Retaliation:** Physical Verbal  
Visual Unwelcomed Romantic or Sexual Attention Discriminatory Assignments Discriminatory Discipline Other: \_\_\_\_\_

**(D) Other Concern or Complaint:**  
\_\_\_\_\_  
\_\_\_\_\_

### **III. PROVIDE DETAILS OF THE GRIEVANCE**

**(A) Date(s) of Prohibited Conduct:**  
\_\_\_\_\_

**(B) Location(s) of Incident:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**(C) Identify the accused, witnesses, and those to contact during an investigation. For each individual listed below, include, to the extent of your knowledge, the information requested below.**

**1. Who Committed the Prohibited Conduct?**

Full Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Other Contact Information: \_\_\_\_\_

**2. Who Witnessed the Prohibited Conduct (if anyone)?**

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Other Contact Information: \_\_\_\_\_

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Other Contact Information: \_\_\_\_\_

If you are aware of other witnesses, please attach additional pages

**(D) Details of the Grievance:**

Please carefully and completely describe the Prohibited Conduct about which you are complaining. Include all facts you wish to be considered with respect to your Grievance. If you feel you need to attach additional pages, please do so.

**IV. PLEASE SIGN AND DATE**

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Date \_\_\_\_\_

## **V. SUBMISSION OF THIS GRIEVANCE**

Please immediately send this completed form to the Head of School by facsimile, mail, or email. (See Grievance Policy and Procedure for contact information.)