



# Grievance Policy

*Approved by the Sandia View Christian Preschool Board  
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## **INTRODUCTION**

The purpose of this grievance policy is to promote unity and harmony while reconciling differences that may arise. It outlines a process by which problems may be resolved.

Grievances are concerns, problems or complaints that may arise by both school employee or parent.

Grievances may be about any aspect of their work, treatment they have received, or relationships with colleagues/staff.

Christians should utilize the counsel of Matthew 18 and I Corinthians 6, making every effort to avoid tendencies that would divide them and bring dishonor to God's cause. Reconciliation of differences should be possible without recourse to civil litigation. The emphasis of this policy is open communication between those involved. The process emphasizes the solution of problems at the level closest to their origin and is based on the premise that each party is interested in fair and just solutions to grievances.

## **SCOPE**

Any complaint raised under this policy should be made in good faith. Any complaint found to have been made for malicious, false or similar reasons may give cause for disciplinary action. All employees are expected to cooperate in the implementation of this policy which is intended to secure fair and reasonable treatment and equality of opportunity for all employees.

Whether raised at the informal or formal stages of this process (see "Formal Grievance Process" below) it is important that the employee or parent approach the right person with his/her grievance.

## **CONFIDENTIALITY**

All grievance proceedings, including details of any investigation and statements relating to it, are confidential to the parties concerned, with the exception of official bodies which have a right to require disclosure of information. The delegated committee of the Governing Body will be notified of the outcome of any formal process, once it has concluded. Any breach of confidentiality may be grounds for removal from the grievance committee and/or the school board.

## **INFORMAL GRIEVANCE PROCESS**

Many grievances can be resolved informally and quickly, and there is an expectation that employees will seek to do this, without unreasonable delay, before formal steps are considered. The relevant person receiving the complaint will try to resolve it informally with the party or parties concerned wherever possible.

## **FORMAL GRIEVANCE PROCESS**

If reconciliation is not reached through an informal biblical process, then the employee shall follow the steps given below.

### **A. Step One**

An employee with a grievance shall first discuss it with the party/parties in Step One in an informal conference within fifteen (15) working days of the incident.

**B. Step Two**

1. If the employee is not satisfied with the results of the informal conference, the employee may present the grievance in writing to the party/parties in Step Two within ten (10) working days following the informal conference referred to in Step One.
2. The written statement should contain a clear, concise statement of the grievance, including the date(s) of the incident(s), the circumstances, the decision rendered at the informal conference, and the specific remedy sought.
3. The party/parties in Step Two shall reply in writing to this formal complaint within ten (10) working days, indicating a decision based on the information regarding the grievance.

**C. Step Three**

If the decision contained in the written response from the party/parties in Step 2 is not satisfactory, the grievant may appeal the decision by requesting, in writing within five (5) working days following receipt of the decision, that the matter be referred to the party/parties in Step Three. A request for appeal is to be honored at the next duly called meeting of the party/parties in Step Three, not to exceed thirty (30) days following the request for appeal. The decision voted by the party/parties in Step Three is to be communicated in writing to the grievant within five (5) working days following the meeting.

**D. Step Four**

If the decision contained in the written response from the party/parties in Step Three is not satisfactory to the grievant, the employee may appeal the decision in writing to the party/parties in Step Four within five (5) working days following receipt of the decision. A request for appeal is to be honored within thirty (30) days following receipt of the appeal. The decision voted by the party/parties in Step Four is to be communicated in writing to the grievant within five working days.

In cases where Step Five is appropriate, the grievant will follow the same steps and timelines outlined in Step Four, with the appeal going to the Party/Parties outlined in Step Five.

**Grievance Toward Student(s)**

Step One - Teacher of student

Step Two - Director

Step Three - Grievance Committee

Step Four - School Board

**Grievance Toward Staff/Teacher**

Step One - Director

Step Two - Grievance Committee

Step Three - School Board

Step Four - Texico Conference

**Grievance Toward Director**

Step One - School Board Chair

Step Two - Grievance Committee

Step Three - School Board

Step Four - Texico Conference

### **Grievance Toward Superintendent**

Step One - School Board Chair

Step Two - Grievance Committee

Step Three - School Board

Step Four - Texico Conference K-12 Board

Step Five - Texico Conference Executive Committee

### **GRIEVANCE COMMITTEE MEMBERS:**

- SVCS School Board Chair
- Constituent church Pastor(s)
- Two Board Members (non-employees of school or conference)
- Education Superintendent (If complaint is against the Superintendent or employee of the conference, then their designee)

Members of the Grievance Committee will be elected over the summer prior to the upcoming school year and will serve on the Grievance Committee for the upcoming school year. They will serve on a case by case basis, as long as there is no conflict of interest. If there is a conflict of interest or a perceived conflict of interest, the remaining members of the Grievance Committee will elect a member of the school board without a conflict of interest to replace that individual for that specific grievance hearing only.

Conflict of Interest: A “conflict of interest,” as defined by this policy, is a situation that has the potential to undermine the impartiality of a person.