

## **General Complaint Procedures**

It is the policy of River Montessori Charter School (RMCS) to maintain a positive and productive working and educational environment in compliance with all applicable federal and state laws and regulations. RMCS has adopted this Grievance Policy – General Complaint Policy to address issues and concerns raised against RMCS and/or RMCS employees.

RMCS employees that have complaints against other RMCS employees or supervisors, that do not involve issues of discrimination or harassment or violations of law, are encouraged to first address their concerns with the person directly and informally using conflict resolution skills without the intervention of a supervisor or other School administrator.

For complaints regarding harassment, discrimination or perceived violations of state or federal laws, please refer to RMCS' Uniform Complaint Procedures. For all other complaints, the following procedures and accompanying General Complaint Form will be appropriate.

### **Overall Procedures for All General Complaints**

It is the policy of the RMCS Board of Directors that all grievances shall be resolved as close to their source as possible. All members of the school community, and all outside parties involved in a dispute, are encouraged to deal directly with the other parties involved and make all reasonable efforts to reach a resolution that is acceptable to all parties involved. Grievances shall only move to a higher level of authority after direct communication between those initially involved has failed to produce a resolution, or where appropriate.

### **Complaint Procedures –General Third-Party Complaints**

This section of the policy is for use when either a complaint does not fall under other complaint procedures or a third party (non-employee) raises a complaint or concern about RMCS generally, or an RMCS employee.

If appropriate, complaints should first be directed to those involved in the issue or decision that is the subject of the complaint. With student-related matters, initial conversations should be held at the classroom level with the teacher, communicating the complaint as clearly as possible, seeking to understand all perspectives, and identifying potential actions that will lead to a resolution of the issue for a cooperative resolution.

If the complaint has not been resolved through the informal process or if it would not be appropriate to engage in the informal process, the complainant shall submit a signed written complaint form and speak with the Executive Director (ED), or designee, to discuss the issue(s). The ED shall document the information involved in the complaint, inquire with other parties involved and investigate the circumstances, and provide a solution or explanation.

If a formal written complaint submitted to the ED remains unresolved after 20 school days from the date of submission, a signed written complaint form may be submitted to the RMCS Board of Directors. Two Board members shall meet with the complainant to discuss the issue(s) raised in the Complaint. Said Board members shall investigate the matter further, if necessary, following an initial review of the ED's investigation, and provide a solution or explanation. The aforementioned Board members shall report findings to the Board for review and action, if necessary.

### **General Requirements**

**Confidentiality:** Information obtained from the complainants and thereafter gathered as part of the complaint process shall be maintained reasonably confidential; however, absolute confidentiality cannot be assured.

**Non-Retaliation:** Complainants shall not be discriminated against by RMCS staff or RMCS Board of Directors in retaliation to the filing of a complaint or participation in any complaint process.

**Resolution:** The Board (if a complaint is about the Executive Director) or the Executive Director or designee will investigate complaints appropriately under the circumstances and pursuant to the applicable procedures, and if necessary, take appropriate and reasonable remedial measures to ensure effective resolution of any complaint.

**No Guarantee of Satisfaction:** RMCS does not guarantee that every complaint will be resolved to the complainant's satisfaction.

ADOPTED: March 11, 2020