

Grievance Process

1. Explain the process that the school will follow should a parent, student or staff member have an objection to a governing board policy or decision, administrative procedure, or practice at the school.

Accountability for the school's success rests on strategic decisions made by the Board, and on the execution of academic and operational programs by the school leader and the school's staff. Parent representation on the Board, Advisory Board, and CBOC will be a primary means of assuring that the families of Vine's Prep have influence and a path of recourse on matters of importance or concern. Parent representatives will be selected from nominations from the students, parents, and stakeholders for the Board, Advisory Board, and the CBOC.

A parent can raise a concern or complaint about any aspect of the school's operations. In the first instance, they should take a concern or make a complaint to the school. Any complaint raised with the regional or central office that has not been raised at the school level will be referred to the school for resolution (unless there are special circumstances which prevent the school from managing the complaint).

Concerns and complaints relating to the school are most effectively addressed by the school.

The school must make every effort to resolve a concern or complaint related to it before involving other levels.

After due consideration of the issues raised by the complainant the school principal is to determine the most appropriate way to address a concern or complaint. However, the complainant could also raise the complaint with the Board.

In the event a parent and/or student has an objection to a governing board policy, administrative procedure, or practice at the school, a written communication will be required defining the concern, along with a description of the circumstances surrounding the concern and the impacts of the identified policy, procedure or practice. Twenty minutes of each monthly board meeting will also be reserved for public comment to allow opportunity for grievances to be discussed publically. Concerns about a board policy would be directed to the Board Chair; concerns about administrative procedures or practices would be directed to the Board Chair and school leader.

Consideration of the concern by the Board Chair and/or school leader would involve, but not be limited to, careful review and investigation of the complaint; discussion among members of the leadership team; communication with the originator of the grievance to seek more information or clarity, as needed; and, a decision rendered to the complainant. The grievance may or may not result in a change of policy, procedure or practice.

The grievance process will be communicated to parents through the CBOC, Advisory Board, Family Engagement Committee, the Parent/Student Handbook and the school's website. The Board Chair will

develop a mechanism for tracking grievances to ensure a decision is rendered to the complainant in a timely fashion.

2. Identify the goals of the Board of Directors in terms of monitoring and resolving staff and parent complaints.

The goals of the Board of Directors in terms of monitoring and resolving staff and parent complaints are as follow:

- To develop, publicize and implement Vine's Preparatory School's policy and procedures to effectively address concerns and complaints.
- Ensure all reasonable steps have been undertaken in resolving staff and parent concerns and complaints.
- Maintain the confidentiality of all parties and observes the principles of natural justice.
- Communicate the outcomes of concerns and complaints, where possible, to all relevant parties.
- Communicate policy and procedures clearly and regularly to parents and the school community.
- Ensure all new staff members are aware of the school and Department's policies and procedures in relation to addressing parent concerns and complaints.
- Brief all staff members (including volunteers) on the policy and procedures annually.
- Provide staff with training and support appropriate to their responsibilities under the procedures.
- Establish and maintain administrative processes to manage concerns and complaints raised at the school.
- Ensure that the policy and procedures are consistent with Vine's Prep policy.
- Regularly review records of complaints to identify common or recurring issues that may need to be addressed.
- Modify other school policies and procedures as required as a result of addressing concerns and complaints.
- Ensure that all parties in a disputed complaint are aware of their entitlement to support through an advocate.
- Reflect on the personal attributes necessary for staff selected to manage concerns and complaints.