

## GRIEVANCE POLICY

**Policy:** Lakeview Christian School (LCS) is committed to helpful communication during the process of resolving concerns, complaints or disputes within the school community. Prompt effective resolution of grievances in a Christ-like manner is central to this commitment (Hebrews 12:14-15). Grievances will be treated with seriousness and resolved in a timely and appropriate manner. The school will provide processes to resolve grievances that are fair and just. Decisions will be made with impartiality and due care and at all times confidentiality will be respected.

**Rationale:** Lakeview Christian School is composed of many people and from time to time concerns may occur. Practically stated, when a concern occurs, both parties should meet prayerfully, humbly, honestly and seek the Lord's guidance. If handled in this manner, almost all problems will be solved on a one-on-one level. This is the application of Matthew 18:15-17.

**Scope:** These guidelines are to be followed whenever there is a dispute or grievance between two parties connected in a direct way to LCS. This includes students, parents, staff, volunteers, administration and board. It is understood that if any disputes arise which are not covered by this policy, the head of school will decide what procedures to follow based on those procedures established by this policy.

**Definition:** A grievance is an unresolved problem. More specifically it would be a formal objection or complaint made on the basis of something believed to be wrong, unfair, misleading, unlawful, or of poor quality.

**Goal:** The aim of a grievance procedure is to produce a solution. Not all resolutions will satisfy those concerned (Philippians 2:4), but the grievance procedure will ensure that the concern is addressed and that a clear response is provided at each stage of the process. The procedure involves both informal and formal components.

### General Guidelines:

- If the complaint is a matter of concern that involves a staff member, first speak directly to that staff member.
- If the complaint or matter of concern is about school policies or decisions, first speak directly to the member of staff responsible for the implementation of the policy. Seek clarification from the principal or head of school if you are unsure of the person to whom you should address your concern or complaint.
- Matters of complaint about a student or students should NOT be addressed directly to a child but should be directed to a member of staff, such as the appropriate class teacher or principal for management of the process of investigation, communication and resolution.

- Decisions by the board are final. No further appeal will be granted.

### **Grievance Resolution Process:**

#### **Students/Parents to teachers:**

1. All concerns about the classroom must first be presented to the teacher by the parents, or if the student is mature enough, by the student himself. A respectful demeanor is required at all times.
2. If the problem is not resolved, the parents or student may bring the concern to the appropriate principal. Complaints at this level and above are documented by the principal to assist the school in identifying and rectifying problems that are recurring or to identify systemic issues that require attention.
3. If the problem is not resolved to the students/parents satisfaction, the parents should appeal the decision to the head of school in writing. The head of school will speak with parties involved, investigate as appropriate and make a final determination to resolve the matter, observing principles of procedural fairness and timeliness. The final determination, including reasons for the decision will be communicated in writing.
4. If the resolution is still unsatisfactory, they may lodge a written appeal to the Lakeview Christian School Board within two weeks of the head of school's determination requesting a review of the school's determination.

#### **Athletes/Parents to coaches:**

1. All concerns about must first be presented to the coach by the parents, or if the student is mature enough, by the student himself. A respectful demeanor is required at all times
2. If the problem is not resolved, the parents or student may bring the concern to the athletic director. Complaints at this level and above are documented by the athletic director to assist the school in identifying and rectifying problems that are recurring or to identify systemic issues that require attention.
3. If there is no satisfactory resolution then refer to step #3 and #4 in Student/Parents to teachers process above.

#### **Parents/Association members/Donors to administrator:**

1. If parents, association members, or donors have a grievance or dispute about the general operation of the school (apart from the operation of the classrooms), they

should bring their concerns to the appropriate principal or person responsible for that department.

2. If the problem is not resolved, they should present their concerns in writing to the head of school. Complaints at this level and above are documented by the head of school to assist the school in identifying and rectifying problems that are recurring or to identify systemic issues that require attention. The head of school will speak with parties involved, investigate as appropriate and make a final determination to resolve the matter, observing principles of procedural fairness and timeliness. The final determination, including reasons for the decision will be communicated in writing.
3. If there is no satisfactory resolution, they may lodge a written appeal to the Lansing Christian School Board within two weeks of the head of school's determination requesting a review of the school's determination.
4. This procedure applies to board members who are acting in their capacity as parents, association members, or donors and not as representatives of the board.

**Volunteers to Staff/Administration:**

1. If any volunteer has a concern about the volunteer work, he/she will present that concern to the staff member responsible for his oversight.
2. If the problem is not resolved, then the concern should be presented in writing to the head of school. Complaints at this level and above are documented to assist the school in identifying and rectifying problems that are recurring or to identify systemic issues that require attention. The head of school will speak with parties involved, investigate as appropriate and make a final determination to resolve the matter, observing principles of procedural fairness and timeliness. The final determination, including reasons for the decision will be communicated in writing.
3. If the resolution is unsatisfactory, the volunteer may appeal to the board in writing within two weeks of the head of school's final determination. The request will be passed through the head of school. The head of school is required to pass the request on to the board.