

# Montessori Society of Champaign-Urbana Grievance Policy

## Purpose

This Grievance Policy outlines the procedures and guidelines for employees, faculty, parents, and other stakeholders to raise and address concerns, complaints, or grievances within the Montessori School of Champaign-Urbana (MSCU). It is designed to ensure that all concerns are addressed promptly, fairly, and confidentially, fostering a positive and respectful environment. MSCU actively seeks to promote a harmonious environment with strong and trustworthy relationships between individuals. MSCU also believes that all concerns can be resolved through open and honest communication.

The following procedure is established with this goal in mind. Employees, faculty, and parents can pursue any of the following options to resolve any concerns they may have. There should be no retaliation against parents (or their children) who decide to express their grievance. For employees, the rights specified in the Whistleblower policy must be protected.

## Policy

### 1. Informal Procedure

- o The concerned parties should first attempt to resolve the matter through discussions at an individual level. These discussions must take place in a respectful manner, with good faith, and a genuine desire to resolve the issue. Care should be taken to maintain confidentiality and to not discuss the issue with persons not involved in the dispute.

### 2. Formal Grievance Procedure

1. **Head of School Mediation:** The Head of School (HoS) should first be approached to help resolve the issue if discussions at an individual level did not resolve the concern. The concerned parties must provide the details, and any attempts that have been made to resolve the issue. Every effort must be made to resolve the issue within 10 working days. If the issue is not resolved to everyone's satisfaction, it must be referred to the Executive Committee.
2. **Reach out to a board member:** If attempts to resolve concerns with the HoS were not satisfactory, one may approach a board member with a grievance. Below are the recommended board members to reach out to in order of preference.
  1. **Executive Committee:** Any Executive Committee member can be approached at any time. In the case of a concern that involves an Executive Committee member, the member must recuse themselves from the process. The Executive Committee must review the facts of the case, any and all past attempts at mediation, and come to a decision within 10 working days. The Executive Committee's decision is considered final. Please see <https://montessorischoolofcu.org/board-of-directors/> for a current list of Executive Committee members and their email addresses.
  2. **Governance Chair:** The concerned parties can bring the grievance to the attention of the Governance Chair ([governance@montessorischoolofcu.org](mailto:governance@montessorischoolofcu.org)). Being familiar with board policies and procedures, the Governance Chair would be a preferable contact. With permission of the concerned parties, the Governance Chair must bring the matter to the attention of the Executive Committee immediately.

3. **Board Member Assistance:** If the concerned parties are uncomfortable bringing the grievance to the attention of the Executive Committee or Governance Chair, then they may also approach any other board member. With permission of the concerned parties, the board member must bring the matter to the attention of the Executive Committee immediately.

3. **Confidentiality**

- o MSCU is committed to maintaining the confidentiality of all parties involved in the grievance process to the extent allowed by law. Information related to the grievance will only be disclosed to individuals directly involved in the resolution process.

4. **No Retaliation**

- o MSCU prohibits retaliation against any individual (or their children) who raises a grievance or participates in the resolution process. Retaliation will be subject to disciplinary action.

5. **Records Keeping**

- o All documentation related to grievances, investigations, and resolutions will be kept confidentially in accordance with applicable laws and regulations.

## **Monitoring and Review**

This Grievance Policy will be reviewed periodically to ensure its effectiveness and compliance with applicable laws and regulations. Any necessary revisions will be made to improve the policy's functionality and fairness.

Policy approved by the Board of Directors on {Date}.