



East Voyager Grievance Procedures for Employees, Parents, and Students

The First Reading Approved by the Board on 11-29-2017

Complaint Procedures:

East Voyager Academy takes allegations of harassment, discrimination, or alleged mistreatment in any form very seriously and intends to investigate all official complaints. East Voyager Academy will take appropriate actions against all substantiated allegations. Employees who believe they are being harassed, discriminated, or mistreated are requested to take the following actions:

- In the event you feel you are a victim of mistreatment in any form, you should contact the Principal or supervisor immediately. In the event that the Principal or supervisor is the alleged mistreater, you should contact the next level of management immediately or the Chair of the East Voyager Academy's Governing Board.
- Any employee who is uncomfortable with face-to-face interaction may write down their complaints in a memo and submit them to the Principal.
- All complaints will be handled in a timely manner. While due to the need to investigate, absolute confidentiality may not always be possible, the complaint will be handled in as a confidential manner as possible. Except as required by law, under no circumstances will information concerning any employee's complaint be released by East Voyager Academy to any third person or to anyone within EVA who is not involved in the investigation.

The purpose of this provision is to maintain impartiality and confidentiality to the extent possible. Both the reporting individual and the accused have equal privacy rights under the law. East Voyager

Academy must respond accordingly.

Retaliation against any person who in good faith reports or complains about harassment, discrimination or mistreatment is unlawful and will not be tolerated. Employees who take part in any retaliatory action will be subject to disciplinary action including immediate termination from employment. Unlawful retaliation may include, but is not limited to, any of the following actions as a result of an employee's complaint or involvement in an investigation of harassment or discrimination:

- Demotion;
- Poor performance appraisals;
- Transfers;
- Assignment of demeaning tasks; or
- Taking any kind of adverse action against a person who complains or is involved in an investigation of sexual harassment or discrimination

In addition to using EVA's complaint process, an employee may file a formal complaint with the United States Equal Employment Opportunity Commission (EEOC). Additional information may be found by visiting <http://www.eeoc.gov/employees/charge.cfm>.

Parent and Student Grievances

In an effort to hear and resolve parent and student complaints in a timely manner and at the lowest administrative level possible, the EVA Governing Board has adopted orderly processes for handling complaints on different issues. The Principal can provide parents and students with information on filing a complaint.

Parents are encouraged to discuss problems or complaints with the teacher or the appropriate administrator at any time. Parents and students with complaints that cannot be resolved to their satisfaction should be directed to the Principal. The formal complaint process provides parents and

students with an opportunity to be heard up to the highest level of management if they are dissatisfied.

Procedures: To ensure open school/home communications, parents are requested to go to their child's teacher first with concerns, questions, or when the parent is notified of a specific event. If the issue is not resolved at the teacher level in a timely manner, then the parent has the right to present the grievance in writing to the Principal within 10 calendar days following notification of the event. Issues not resolved by the Principal within 5 days can be referred to the Board with a written request to the Board Chair for a hearing before the Board. The Board shall discuss the request at the first board meeting after the written request is submitted to the Board Chair and will make a decision whether or not to have a hearing on the request. The Board will follow-up with a written response to the request for a hearing within ten (10) business days of the board meeting. Failure of the parent to attend the hearing shall end the grievance procedure.