



Grievance Policy

Definitions

Grievance A complaint from any individual within the Winter Sports School (“WSS”) community (i.e. student, parent, or member of the larger community) who:

1. Sets forth the allegation that there has been a violation of any policy, accepted practices, or state or federal law;
2. Specifically identifies the policy, practice, or statute violated.

Grievant Any individual or group of individuals aggrieved by a decision or condition falling under policy, accepted practices, or state or federal law.

Organizational Structure The hierarchy of WSS for addressing all grievances. The organizational structure varies depending on the area of alleged violation. Below is the hierarchy used for grievance procedures in this policy:

Classroom Instruction	Classroom Teacher	→	Guidance Counselor/ Student Services Coordinator	→	Head of School	→	Board of Trustees
Other Operations	Directly involved party	→	Administrative Office Manager	→	Head of School	→	Board of Trustees

Procedure

Step One

- Any individual alleging a grievance is encouraged to resolve the problem, if possible, through an informal discussion with the person or persons suspected of a violation, beginning at the lowest level of organizational structure. Students and parents should discuss classroom concerns first with classroom teachers.
- When individuals hear complaints or receive formal grievances, they should make sure that grievants or potential grievants have first attempted in good faith to resolve problems with persons directly involved.

Step Two

- In the event that the informal discussion with directly involved parties does not resolve the issue, the grievant shall file a formal written grievance form with the next responsible

individual in the organizational structure. Grievance Forms are available from the Front Office and are found on WSS's website.

- The grievance must be filed within twenty (20) working days of the date the grievant knew, or should have known, of the circumstances that precipitated the grievance.
- The responsible individual shall respond in writing, within five (5) working days following receipt of the grievance.
- If the next responsible party is the Guidance Counselor, Student Services Coordinator, or Administrative Office Manager, Step II does not apply, and the grievant moves to Step III.

Step Three

- If the response (decision) at Step II does not resolve the problem, the grievant shall forward the grievance to the Guidance Counselor, Student Services Coordinator, or Administrative Office Manager to initiate Step III.
- The supervising Administrator shall investigate the complaint with the parties concerned in the grievance within fifteen (15) working days of the grievance having been filed at Step II.

Grievance Committee and Investigation

- The supervising Administrator may choose to convene a Grievance Committee of two to three additional members of the faculty as part of an investigation of a complaint and in order to recommend a decision on the issue of grievance.
- At the conclusion of the investigation, the Guidance Counselor, Student Services Coordinator, Administrative Office Manager, or Head of School shall render a decision and issue a written report setting forth his/her findings and recommendations for the resolution of the grievance within five (5) working days.
- The grievance shall be considered resolved if the grievant and the Board of Trustees accept the recommendations of the Head of School.
- If no written report has been issued within the time limits set forth in "3" above, or if the grievant shall reject the recommendations of the Head of School, the grievant shall have the right to appeal to the Board of Trustees for review of the grievance as Step IV.

Step Four

- A written request to the Board of Trustees asking for its review of the grievance must be submitted to the Board Secretary within 10 days of the date of the Head of School's report or the expiration of the time limits set forth in Step Three.
- The Board of Trustees shall review the grievance and the Head of School's report and, if warranted or desired, the Board may hold a hearing.
- The Board of Trustees may affirm the Head of School's recommendations, amend the recommendations, or affirm the recommendations in part or amend in part.
- The Board of Trustees' written decision shall be issued within 21 working days of receipt of the grievant's written appeal by the Board Secretary.
- If no written decision has been issued within the time limit set forth in Step Four above, or if the grievant shall reject the decision of the Board of Trustees, the grievant shall be free to pursue such litigation or statutory remedy as the law may provide.

MISCELLANEOUS PROVISIONS

- Time limits set forth in this policy may be modified or extended if mutually agreed upon by the grievant, or his/her designated representative, and the School Administration.
- If either party wishes to change the timeline set forth in this policy, either party may

- request the modification(s) from the other party, and both parties will be required to agree to the modification(s). The Administration will issue a letter of understanding to all parties outlining the modified timeline.
- No person shall suffer recrimination or discrimination because of participation in this grievance procedure.
 - Employees shall be free to provide information or testify regarding any grievance filed hereunder.
 - Confidentiality will be observed pending resolution of the grievance.
 - A representative of his/her choice may accompany the grievant in all stages of these proceedings.
 - The Administrative Office Manager will maintain records of all grievances. The records will be kept in a separate and confidential file. Information regarding grievances will be classified as private.

Grievance Process for WSS Employees

Employees with grievances should follow procedures outlined in the *Employee Handbook*. This policy, its procedures, and forms do not apply to employee grievances.