

Pathways to Effective Communication

The Board of Trustees advises that any concerns or complaints brought by students, parents/guardians, or employees be resolved in a fair and equitable systematic process. It is important that the Matthew 18 principle be followed and that the processing of complaints/grievances be addressed within the proper line of authority within PMCA. This procedure is not designed to eliminate any current Board Policy procedures but is designed to make clear at what point in the process it is really necessary or appropriate to contact the Head of School and/or the Board of Trustees. Statistics show that most school problems can be addressed and resolved at the two-person level. A small percentage are solved at the three-and four-person level, which may include the school's administration. The last level of resolution includes the Board.

In the event a complaint and/or grievance is raised, the individual raising such complaint and/or grievance should first try to resolve the matter with the individual(s) involved. This is based upon the aforementioned principle.

The following outlines the recommended guidelines for certain situations. It is understood that these guidelines may not be applicable for all situations.

Teachers/Teacher Aides and Administration

1. If the complainant is a teacher, teacher's aide or works in the Business office, the complainant should first raise his or her complaint with the person involved.
2. If the attempt(s) to resolve the matter is not successful or not appropriate for the specific situation, the person with the complaint/grievance should address the situation with their direct supervisor.
3. If the attempt(s) to resolve the matter are not successful following steps 1 and 2, the person raising the complaint/grievance should notify the direct supervisor and Dean of Students.
4. Following the above referenced efforts of resolution, any outstanding issues may be raised with the Head of School, who will render a final decision.
5. Only if a complaint is against the Head of School should the Board President be notified, in writing, preferably by email for further evaluation, discussion and final decision.

Students/Parents*

1. If the attempt(s) to resolve the matter is not successful or not appropriate for a specific situation, the person with the complaint/grievance should notify the Teacher, the Lead Teacher and/or Dean of Students (depending upon the nature of the concern/complaint).
2. The Dean of Students, the Lead Teacher and Teacher will meet with the complainant to attempt to resolve the matter.
3. If the efforts under steps 1 and 2 above are unable to resolve the issue, the complainant or the Dean of Students (or Teacher or Lead Teacher) shall notify the Head of School.
4. If the complaint/grievance is against the Head of the School, the complainant shall notify the Board President in writing, preferably by email.
5. The Board President (with the Executive Committee or by himself/herself) will attempt to resolve the complaint in a manner deemed appropriate to address the complaints that have been raised.
6. If this matter involves a parent who does not adhere to the recommendations, the student of the parent may be asked by either the Head of School or the Board President (or both) to leave the school.
7. The decision/recommendation resulting from the above process shall be final.

Confidentiality

*Complaints, including any information disclosed and learned during the investigation of the respective complaint and/or grievance, and any decision or recommendation following such investigation, will be kept confidential to the greatest extent possible.