



Grievance/Complaint Process

All parties have the right to know how their grievances will be resolved. The purpose of the grievance policy, created by the school's founding board of trustees, is to ensure that complaints are dealt with swiftly, fairly, consistently, and in a culturally responsive manner.

When addressing grievances all complaints respect confidentiality and non-retaliation and comply with all relevant laws related to but not limited to civil rights, harassment, intimidation and bullying, sexual harassment, special education, and nondiscrimination. Below is a table that identifies potential grievance areas and who should be the primary and secondary contacts to address them, should elevation of the complaint be needed.

Issue	Primary Contact	Secondary Contact
Classroom Instruction, Curriculum and Management	Teacher	Principal
School Operations and Administrative Procedures	COO	CEO
Interpersonal Conflicts: -Amongst teachers -Amongst students -Amongst parents/community	Parties Involved	Principal, Assistant Principal
Job Performance	Immediate Supervisor	COO or CEO
School Leader Performance (Principal Performance)	Board President (CEO)	Appropriate State Agency
Board Policies and Decisions	Board President	Appropriate State Agency

In addition to promoting these clear lines of grievance communication, the Pinnacles Prep board meetings comply with the Open Public Meetings Act and provide a public opportunity at each meeting to directly address the board regarding any school policies, practices, and decisions.

The Grievance Process

In cases where complaints cannot be jointly resolved through clearly articulated lines of communication, a formal conflict resolution process has been designed to resolve differences in a timely, objective, and equitable manner.

1. If an internal stakeholder complaint is directed at another school employee, it will be filed with, and heard by, the principal in an expeditious process which includes:

Step 1) Documented (mail, email, handwritten) and detailed description of the grievance within ten days of the incident;

Step 2) Within one week of documentation receipt, the principal reviews materials, investigates facts; and may request party interviews or more information;

Step 3) Following all relevant fact finding, the principal provides a solution or explanation and makes a non-binding recommendation within 30 days of the documented incident concerning the nature of the complaint;

Step 4) If the aggrieved is not satisfied with the principal's recommended course of action, an appeal may be made to the board of trustees, specifically the board president.

Whereas some complaints may take over 30 days to rectify, the nature and severity of some grievances such as sexual harassment or hate speech will be prioritized and addressed immediately once reported.

2. If the complaint is with the principal or regarding a decision made by the principal, the complainant may file to the board president. Utilizing the same steps listed above, the president will confer with the board who may conduct their own fact-finding or authorize a third-party investigator on behalf of the board. The president or investigator will then report their findings to the full board for review and action.

3. Complaints against a school employee by an external party will also follow the same procedural steps led by the principal. In the event that the principal (or designee) finds that a complaint against an employee is valid, the principal (or designee) may take appropriate disciplinary action against the employee. As appropriate, the principal (or designee) may also simply counsel/reprimand employees as to their conduct without initiating formal disciplinary measures.

To support all stages of the grievance process and to ensure all voices are heard, translation and interpreter services will be made available when needed.

The Pinnacles Prep formal grievance process is designed to offer fair and expeditious resolutions within 30 days from the filing of the original complaint. Since the board holds ultimate governance authority, the complaint process ends with their decision. However, if a complainant is not satisfied with the board's resolution, they may follow up with the appropriate state agency, such as the Washington State Charter Commission. In such cases, the school is committed to providing timely and thorough information to the secondary body and will abide by any prescribed corrective action deemed necessary.

State agencies shall not intervene in any such internal disputes without the consent of the Pinnacles Prep Board of Trustees and shall refer any complaints or reports regarding such disputes to the board president or principal for resolution pursuant to the school's policies.

This policy cannot guarantee satisfactory resolutions for all conflicts that arise at Pinnacles Prep, but its existence and processes reinforce the school's commitment to proactive, consistent, and transparent communication amongst all stakeholders without fear of intimidation or reprisal.