

Adopted: August 3, 2008
Reviewed: October 2021

Twin Cities International Schools COMPLAINT PROCESS POLICY (100A)

I. PREAMBLE:

The purpose of this Complaint Process Policy is to ensure resolution is achieved between the parties of a complaint as soon as practical and that in some situations resolution cannot be achieved between parties without a formal process being implemented.

II. INFORMAL COMPLAINT PROCESS FOR SCHOOL STAFF ABOUT SCHOOL STAFF/BOARD MEMBERS/POLICY

- Step 1:** If you have an issue or concern with another staff member, you should initially discuss the problem with the person involved. If you have a concern regarding a school policy, you should initially discuss with the director or assistant director.
- Step 2:** If a resolution of these issues is not reached through Step 1 or the two involved parties are not willing or able to discuss the issues, your next step is to involve one of the following as a third party: director and assistant director or board chair.
- Step 3:** If a resolution of these issues is not reached through Step 2, your next step is to begin the formal complaint process. Although this process will be confidential, identity cannot be withheld from the person accused.

III. FORMAL COMPLAINT PROCESS FOR SCHOOL STAFF ABOUT SCHOOL STAFF/BOARD MEMBERS/POLICY

- Timelines:** The formal complaint procedure is set up to take no more than 40 working days. To have a remedy under the formal complaint process, complaints must be filed within 30 days of the incident. Complaints filed more than 30 days after the incident will not be accepted.
- Step 1:** You will obtain a formal complaint form from the Human Resource office. Complete the form and submit to the director or assistant director. If the director or assistant director is the subject of the complaint, submit the form to the board chair.
- Step 2:** The recipient of the formal complaint will be the judicial advisor. The judicial advisor will send notification in writing to the accused within 5 working days of receiving the complaint and conduct an investigation. .
- Step 3:** The judicial advisor will notify the complainant and the accused of their findings. Notification of findings will be in writing and sent within 15 working days of the complaint being filed. The complainant will review the findings and decide if they are

satisfied with the results. If they are not satisfied with the results, they may proceed to Step 4.

Step 4: The complainant may appeal the ruling by notifying the judicial advisor in writing within five days. The judicial advisor may refer the appeal to a hearings committee at their discretion. The hearings committee consists of the following people: the judicial advisor as Chair, and director, assistant director or the board chair, and a staff member appointed by the director. If the complaint involves the director or assistant director, the board chair will replace them on the hearings committee. If the complaint involves a board member, another board member will replace the staff member on the committee and the board chair will replace the director or assistant director.

Step 5: A final decision is made. The judicial advisor will make the final decision on the appeal and notify the complainant and the accused in writing within 10 working days.

IV. INFORMAL COMPLAINT PROCESS FOR FAMILIES AND COMMUNITY MEMBERS ABOUT SCHOOL STAFF/BOARD MEMBERS/POLICY

Step 1: If you have an issue or concern with a school staff member or school policy, you should initially discuss with the director. The director will set up a meeting with the parties involved at their discretion. If the complaint involves the director, you should initially discuss the concern with the board chair.

Step 2: If a resolution of these issues is not reached through Step 1 or the two involved parties are not willing or able to discuss the issues, your next step is to begin the formal complaint process.

V. FORMAL COMPLAINT PROCESS FOR FAMILIES AND COMMUNITY MEMBERS ABOUT SCHOOL STAFF/BOARD MEMBERS/POLICY

Timelines: The formal complaint procedure is set up to take no more than 40 working days. To have a remedy under the formal complaint process, complaints must be filed within 30 days of the incident. Complaints filed more than 30 days after the incident will not be accepted.

Step 1: You will obtain a formal complaint form from the school office or Human Resources office. Complete the form and submit to the director. If the director is the subject of the complaint, submit the form to the board chair.

Step 2: The recipient of the formal complaint will be the judicial advisor. The judicial advisor will send notification in writing to the accused within 5 working days of receiving the complaint and conduct an investigation.

Step 3: The judicial advisor will notify the complainant and the accused of their findings. Notification of findings will be in writing and sent within 15 working days of the complaint being filed. The complainant will review the findings and decide if they are

satisfied with the results. If they are not satisfied with the results, they may proceed to Step 4.

Step 4: The complainant may appeal the ruling by notifying the judicial advisor in writing within five days. The judicial advisor may refer the appeal to a hearings committee at their discretion. The hearings committee consists of the following people: the judicial advisor as Chair, and director, assistant director or the board chair, and a staff member appointed by the director. If the complaint involves the director or assistant director, the board chair will replace them on the hearings committee.

Step 5: A final decision is made. The judicial advisor will make the final decision on the appeal and notify the complainant and the accused in writing within 10 working days.

Twin Cities International Schools Formal Complaint Form

This form is to be used by individuals to initiate the formal complaint process as outlined in the Twin Cities International Elementary School Complaint Process.

Did you follow the informal complaint process? ____ Yes ____ No

If you answered Yes, complete the rest of this form.
If you answered No, follow informal complaint process.

This section is to be completed by the person filing the complaint:

Name: _____
 Last First Middle

Address: _____

Telephone: _____

Person accused: _____

Date of Incident(s): _____

Location of Incident(s): _____

Date submitted: _____ Signature: _____

Attach your statement describing the incident on a separate sheet. Be sure to include your suggestion for resolution.

Submit this form to the appropriate person as mentioned in Step 1 of the Formal Complaint Process.

This section to be completed by the judicial advisor.

Complaint Received by _____ Date ____ Initials ____

Notification sent to the accused in writing
(within 5 working days of receipt of complaint) Date ____ Initials ____

Judicial advisor sends written notice of findings to
complainant and accused Date ____ Initials ____
(within 15 working days of complaint being filed)

Complainant appeals the findings Date ____ Initials ____
(within 5 working days of receiving findings)

Judicial Advisor notifies complainant and accused
in writing of final decision Date ____ Initials ____
(within 10 working days of receiving appeal)