

# 120 - Grievance Resolution Policy

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## Purpose

The purpose of this grievance policy is to provide a means by which stakeholders may present for administrative resolution, unresolved questions, dissatisfactions, or disputes regarding interpretation or application of George Washington Academy policies and procedures.

## Policy

It is GWA policy to provide a prompt, informal administrative resolution at the lowest possible level to ensure an orderly means of resolving complaints.

## Procedure

1. Procedure:
  - a. Level 1:
    - i. If the matter involves or can be resolved by the teacher, the stakeholder is encouraged to first discuss the concern with the teacher with the objective of resolving the matter.
  - b. Level 2:
    - i. If the matter was unresolved after meeting with the teacher, or if the complaint doesn't concern a teacher, the stakeholder shall discuss the complaint with the Executive Director (or designee), with the objective of resolving the matter.
  - c. Level 3:
    - i. If following the discussion with the Executive Director (or designee) the matter is not resolved, the stakeholder must fill out form 120F1 – Grievance Resolution Form which will be sent to the Board Chair within ten business days of the date of the discussion. After this, the Board Chair (or designee) shall make a response in writing within ten business days and then hold a meeting with the stakeholder to attempt to resolve the matter. The Board Chair (or designee) shall make a written decision on the grievance within ten business days after the meeting.
2. Miscellaneous Provisions:
  - a. The GWA review process concludes with the written decision of findings, conclusions, and/or remedies obtained during the Grievance Resolution Procedure.

## 120 - Grievance Resolution Policy (cont.)

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- b. Confidentiality will be observed in accordance with the provisions set forth in the Utah Government Records Management Act and/or the Family Educational Privacy and Rights.
- c. Nothing contained herein shall be construed so as to limit in any way the ability of GWA and stakeholders to resolve any grievance, mutually and informally.
- d. All grievance issues must attempt to be resolved pursuant to the administrative remedy stated in this policy before remedies at law are pursued by stakeholders. No action may be brought in any court by a stakeholder to enforce or contest any provision of any Board policy or administrative action unless the person contesting the act or omission has exhausted the administrative remedy provided in this policy.