

MRCS Grievance Procedure

MRCS recognizes and values individual differences, and believes through honesty, respect and positive collaboration, most concerns can be addressed through informal means. Attempts should be made to resolve any issues or concerns with the school prior to following the formal grievance procedure.

Step 1

Contact: Building Principal

A written letter outlining the complaint and date of the incident must be submitted. Complaints must be submitted within (30) days of first knowledge of the incident.

The Grievance/Complaint will be investigated and the outcome will be communicated to the complainant within (10) days.

Step 2

Contact: Chief Executive Officer

If the complainant who filed the grievance does not agree with the resolution, a written appeal maybe filed with the school's Chief Executive Officer.

The written appeal must be submitted within (10) days of receiving the Principal's resolution. The CEO will review the appeal and may request additional documentation. The CEO will provide a decision on the matter with (10) days.

Step 3

Contact: MRCS Board of Trustees

See attached Flow Chart



Step 3
Contact: MRCS Board of Trustees

Complaint/Grievance is lodged at: **Grievance@mrcserie.org**

Unless criminal activity is being alleged, the CGO will review to see if the CEO has addressed the matter.

Have steps 1 and 2 of the Grievance Procedure been completed?

Yes

No

Does the Board have any policies about the matter being discussed?

The Board takes no action. Refers the complainant to the grievance procedure flow chart.

Yes

No

Was Board policy followed?

Does the Board need a policy on the matter?

Yes

No

Yes

No

The Board takes no further action.

The Board takes whatever action is necessary to obtain compliance from management that the decision will be reevaluated in light of the Board's policies.

A Board policy is written.

The Board takes no further action.