

Wesley International Academy Grievance Policies

It is the policy of Wesley International Academy to address any and all grievances promptly and with transparency. All stakeholders are strongly advised to address any grievances with the party with whom s/he is aggrieved at the time of the issue. Once the grievance has been discussed with that party, if no resolution can be reached, the grievance policy should be implemented.

No staff member, student, parent, or other stakeholder will be penalized for addressing a grievance and any stakeholder who reports a grievance to the board and/or school leadership is protected through the Whistleblower Policy.

Procedure for Student/Parent/Guardian Concerns

1. If a parent has a concern or disagreement, s/he schedules an appointment to discuss the matter with the teacher and attempt to resolve the disagreement through informal discussion. Parents will not be allowed to address concerns with teachers or staff members during instructional time or without an appointment.
2. If there is no resolution to the problem, or if the dispute does not involve a specific staff member, the parent/guardian contacts the principal. The principal mediates the problem with all parties involved.
3. If a parent is unsatisfied with the principal's decision, s/he may appeal a decision through a formal appeal letter to executive director, who will respond in writing or in person within one week.

The final decision on a parent grievance is made by the Executive Director, and any grievance that has been elevated to the level of Executive Director may be shared with the board's executive committee. Depending on the issue, the board chair and Executive Director may recommend a hearing before the board executive committee, a presentation before the board at a regularly scheduled board meeting, or mediate a solution between the parent and the aggrieved.

Procedure for Employee Grievances

An aggrieved employee who is unable to informally resolve a grievance may submit a written request for a meeting with the principal and the other persons with whom the staff member has a grievance. The principal will schedule such meeting wherein each party will have the opportunity to be heard and to request relief and will issue a written recommendation as to how the matter should be resolved.

If the aggrieved employee remains unsatisfied with the principal's findings, s/he may submit a request to the Executive Director. The Executive Director will meet with all parties in the grievance and the principal to determine a resolution within 10 business days of the grievance.

The aggrieved may appeal to the board if the Executive Director has not satisfactorily resolved the grievance. A formal appeal must be filed, in writing, to the board chair at least 15 working days before the next regularly scheduled board meeting to be added to that agenda. Appeals filed within 15 working days will be heard at the regularly scheduled board meeting that is held at least 15 days from the appeal filing (or in an executive session in advance of the next meeting if the matter is time-sensitive or more appropriately addressed in executive session—this decision will be at the discretion of the board chair). The board's decision (which will be made with the recommendation of the executive committee if such a session was called) will be final in the matter.