
INTERNAL COMPLAINT POLICY

Pathways Academy Adult Education (“PAAE” or “Charter School”) adopts this Internal Complaint Policy to afford all employees of PAAE the opportunity to seek internal resolution of their work-related concerns. All employees have free access to the Executive Director and Human Resources, to express their work-related concerns.

Specific complaints of unlawful harassment, discrimination, and retaliation are addressed under PAAE’s “Prohibiting Unlawful Harassment, Discrimination, and Retaliation” policy.

Internal Complaints

(Complaints by Employees Against Employees)

This section of the policy is for use when an employee raises a complaint or concern about a coworker. If reasonably possible, internal complaints should be resolved between the employees involved, including attempts to discuss/resolve concerns with the immediate supervisor. However, in the event, an informal resolution may not be achieved or if the complaint is serious in nature against the supervisor, the following steps will be followed by the Executive Director (or Human Resources if the complaint involves the Executive Director):

1. The complainant will bring the matter to the attention of the Executive Director (or Human Resources if the complaint involves the Executive Director) as soon as possible after attempts to resolve the complaint with the immediate supervisor have failed or were not appropriate; and
2. The complainant will reduce their complaint to writing, indicating all known and relevant facts, in PAAE’s Internal Complaint Form. The Executive Director (or Human Resources if the complaint involves the Executive Director) or designee will then investigate the facts and provide a solution or explanation.
3. If the complaint is about both Human Resources and the Executive Director, then the complainant may file their Internal Complaint Form with the Chair of PAAE’s Board of Directors, who may then confer with the Board and may conduct a fact-finding investigation or authorize a third party investigator on behalf of the Board. The Board Chair or investigator will report their findings to the Board for review and action, if necessary.
4. If the complaint is about Human Resources and the complainant has brought the matter to the Executive Director and thinks that the Executive Director has failed to adequately resolve the complaint then the complainant may file an Internal Complaint Form with the Chair of PAAE School’s Board of Directors, who may then confer with the Board and may conduct a fact-finding investigation or authorize a third party investigator on behalf of the Board. The Board Chair or investigator will report their findings to the Board for review and action, if necessary.

This policy cannot guarantee that every problem will be resolved to the employee’s satisfaction.

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However, PAAE values each employee's ability to express concerns, and the need for resolution without fear of adverse consequences to employment.

Policy for Complaints Against Employees

(Complaints by Third Parties Against Employees)

This section of the policy is for use when a non-employee raises a complaint or concern about an employee. If complaints cannot be resolved informally, the complainant may file an Internal Complaint Form with the Executive Director (or Board Chair if the complaint concerns the Executive Director) as soon as possible after the events that give rise to the complainant's concerns. The written complaint should set forth in detail the factual basis for the complaint.

In processing the complaint, the investigator shall abide by the following process:

1. The investigator shall use their best efforts to talk with the parties identified in the complaint and to ascertain the facts relating to the complaint.
2. In the event that the investigator finds that a complaint against an employee is valid, PAAE may take appropriate disciplinary action against the employee. As appropriate, PAAE may also simply counsel/reprimand the employee as to their conduct without initiating formal disciplinary measures.
3. PAAE's decision relating to the complaint shall be final unless it is appealed to the Board of Directors. The decision of the Board shall be final.

General Requirements

1. Confidentiality: All complainants will be notified that information obtained from the complainants and thereafter gathered will be maintained in a manner as confidential as possible, but in some circumstances, absolute confidentiality cannot be assured.
2. Non-Retaliation: All complainants will be advised that they will be protected against retaliation as a result of the filing of any complaint or participation in any complaint process.
3. Resolution: PAAE will investigate complaints appropriately under the circumstances and pursuant to the applicable procedures in this policy, and if necessary, take appropriate remedial measures to ensure effective resolution of any complaint.

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INTERNAL COMPLAINT FORM

Your Name: _____ Date _____

Mailing Address: _____

Phone Number: _____

School/Work Location: _____

Date of alleged incident(s): _____

Name of person(s) you have a complaint against: _____

List any witnesses that were present: _____

Where did the incident(s) occur?

Please describe the events or conduct that are the basis of your complaint by providing as much factual detail as possible (e.g. specific statements; what, if any, physical contact was involved; any verbal statements; what you did to avoid the situation, etc.) Attach additional pages, if needed.

I hereby authorize PAAE to disclose the information I have provided as it finds necessary in pursuing its investigation. I hereby certify that the information I have provided in this complaint is true and correct and complete to the best of my knowledge and belief. (Employee only) I further understand that providing false information in this regard could result in disciplinary action up to and including termination.

Signature of Complainant

To be completed by School:
Received by: _____

Date: _____