

## **YouthBuild Philadelphia Charter School**

### **GRIEVANCE POLICY**

If any person has a grievance or complaint with regard to the general operations, conduct, policies, or practices of YouthBuild Philadelphia Charter School by the School's Board of Trustees or administrators, they can express their complaint through the grievance resolution procedures. (No employee will be penalized, formally or informally, for voicing a complaint with YouthBuild Philadelphia in a reasonable, business-like manner, or for using the grievance resolution procedures.) The procedures are, as follows:

1. The person should present his or her complaint in writing, addressed to the Executive Director.
2. The Executive Director or his/her designate will respond to acknowledge receipt of the complaint within 10 calendar days.
3. After consulting with administrators as appropriate, the Executive Director or his/her designate will respond in writing to the substance of the complaint within 45 days, if the complaint is not resolved sooner.
3. If the person making the complaint is dissatisfied with the response, the Executive Director or his/her designate will present the written complaint and the written response either to the Executive Committee of the Board of Trustees or to the full Board of Trustees, whichever is scheduled to meet first.
4. The Board or the Executive Committee will review and consider the complaint.
5. The Board or Executive Committee will inform the person making the complaint of its decision, in writing, within 30 calendar days. Either body has full authority to make any adjustment deemed appropriate to resolve the complaint.

Not every complaint can be resolved to everyone's total satisfaction, but only through discussion and understanding of one another's concerns can the channels of effective communication remain open.