

# Complaint Resolution Policy

Any person with a complaint about IEM, IEM Client Schools and Programs (the School), any of its employees or third parties may file a written Complaint Report with the School which shall describe in detail the facts relating to the complaint, and which shall request an investigation of the facts relating to his or her complaint. Assigned personnel will interview witnesses, investigate the facts relating to any such complaint, and will provide to the complaining party and the School administration a written Determination Report regarding the complaint, any facts discovered about the complaint, and what action, if any, the School will take to resolve the complaint, together with a notice of the complaining party's right to appeal the Determination Report. The Determination Report, including a description the action(s) which the School will take, if any, to resolve the complaint, shall be final and binding upon the complaining party and the School, unless the Determination Report is timely appealed as provided in this policy.

All Complaint Reports must be filed within six months of the date of the events giving rise to the complaint, or within six months from the date that the complaining party obtained knowledge of such facts, whichever is later. Untimely complaints and appeals may be dismissed and returned to the complaining party with no further action by the School.

All complaints of employee harassment shall be addressed as provided in the School's Employee Handbook.

## General Requirements for The Complaint Resolution Procedure

1. All complaints shall be handled in a manner that will most reasonably maintain confidentiality, unless the complaining party waives confidentiality. Every complaining party shall consent to assigned personnel interviewing pertinent witnesses. A complaining party's failure to consent to such interviews shall result in a determination against the complaining party.
2. No complaining party shall be subjected to retaliation by the School or any School employee as a consequence of filing a Complaint Report.

## Procedure for Complaints by Employees Against Employees

The School encourages open and frank dialogue between its employees. The School encourages open and honest dialogue about work standards and performance. If such discussion does not prevent or solve a problem, additional actions may be taken, and more formal procedures are available. The School prohibits retaliation against any employee for use of, or participation in, such procedures.

If a staff member believes that he/she has been inappropriately treated or he/she desires clarification of School policies and procedures, and is unable or prefers not to talk to the departmental administrator about the questions, he/she is encouraged to contact the Office of Human Resources.

If the complaint is about the Director of Human Resources, the complainant may file his or her complaint in writing to the Chief Administrative Officer (CAO) of the School using the [Complaint Requiring CAO Attention form](#). The CAO may conduct a fact-finding inquiry or authorize a third party investigator on behalf of the School.

If reasonably possible, internal complaints should be resolved at the lowest possible level, including attempts to discuss/resolve concerns with the immediate supervisor or department head. However, in the event an informal resolution may not be achieved or is not appropriate, the following steps will be followed by the Director of Human Resources or designee:

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1. The complainant will bring the matter to the attention of the Director of Human Resources as soon as possible after attempts to resolve the complaint with the immediate supervisor have failed or if not appropriate; and
2. The complainant will submit his or her complaint in writing using the [Staff - Internal Complaint Form](#), indicating all known and relevant facts. The Director of Human Resources or designee will then investigate the facts and provide a solution or explanation;
3. All complaints will be resolved in writing, and the complainant will receive a Determination Report.

This policy cannot guarantee that every problem will be resolved to the employee's satisfaction. However, the School values each employee's ability to express concerns and the need for resolution without fear of adverse consequence to employment.

### Appeal Process for Internal Complaints

Every complaining party has the right to appeal a Determination Report by delivering an Appeal Packet to the School's Chief Administrative Officer within 14 calendar days of the date that the Determination Report is mailed to the complaining party, or on the next business day if the 14th calendar day falls on a holiday.

An Appeal Packet shall include a copy of the Determination Report, a brief written statement of the grounds upon which the appeal is based, a written description of the evidence which supports the appeal, and the complaining party's contact information, as well as the contact information of any witnesses.

The School's Chief Administrative Officer shall issue an Appeal Decision within 25 calendar days of receiving an Appeal Packet, which shall be final and binding upon the complaining party and the School. There shall be no appeal from the Appeal Decision.

### Procedure for Complaints by Parents Against Third Parties or Employees

This section of the policy is for use when a non-employee raises a complaint or concern about a School employee or a third-party that has been contracted to provide services on behalf of the school.

The School encourages open and frank dialogue between students enrolled in the School, parents of students enrolled in the School, and School personnel. Parents are encouraged to speak with their assigned Education Specialist (ES) about their complaint, unless the complaint involves the ES. If that dialogue does not resolve the complaint, or if the complaint involves the complaining party's ES, the complaining party shall timely submit a Complaint Report to the School's Director of Education Support Services (DESS) using the [External Complaint Form](#). The written complaint should set forth in detail the factual basis for the complaint.

If the complaint is about the Director of Education Support Services, the complainant may file his or her complaint in writing to the Chief Administrative Officer (CAO) of the School using the [Complaint Requiring CAO Attention form](#). The CAO may conduct a fact-finding inquiry or authorize a third party investigator on behalf of the School.

In processing the complaint, the DESS (or designee) shall abide by the following process:

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1. The DESS (or designee) shall use his or her best efforts to talk with the parties identified in the complaint and to ascertain the facts relating to the complaint. This discussion will include the department head who oversees the involved staff or third parties.
2. In the event that a complaint against an employee is determined to be valid, the assigned personnel will refer the matter to the Director of Human Resources for appropriate disciplinary action.
3. In the event that a complaint against the third party vendor is determined to be valid, the assigned personnel will refer the matter to the Director of Vendor Relations for appropriate action.
4. All complaints will be resolved in writing, and the complainant will receive a Determination Report.

### **Appeal Process for External Complaints**

Every complaining party has the right to appeal a Determination Report by delivering an Appeal Packet to the School's Chief Administrative Officer within 14 calendar days of the date that the Determination Report is mailed to the complaining party, or on the next business day if the 14th calendar day falls on a holiday.

An Appeal Packet shall include a copy of the Determination Report, a brief written statement of the grounds upon which the appeal is based, a written description of the evidence that supports the appeal, and the complaining party's contact information, as well as the contact information of any witnesses.

The School's Chief Administrative Officer shall issue an Appeal Decision within 25 calendar days of receiving an Appeal Packet, which shall be final and binding upon the complaining party and the School. There shall be no appeal from the Appeal Decision.