

4203 EMPLOYEE COMPLAINT RESOLUTION

Background and Purpose

The Entheos Academy Administration takes employee complaints very seriously. This policy outlines procedures for employees to seek resolutions for complaints and for Entheos Academy to appropriately respond. This policy also provides protection and reassurance for employees who believe they are treated unfairly by supervisors at Entheos Academy.

Misunderstandings and conflict may arise in any organization. To ensure effective work relations it is important to resolve problems in a professional manner before they escalate. Adherence to the complaint process ensures fairness and protects the rights of everyone involved.

Policy

- I. Any Entheos employee is welcome and encouraged to discuss workplace conduct, environment, or general employment matters with the administration at any time.
- II. Retaliation for reporting alleged violations or other concerns is strictly prohibited and may result in discipline, up to and including termination.
- III. An employee may not complain to members of the Board or other members of the public before exhausting the internal administrative due process outlined in this policy.
- IV. Complaints reported prematurely to the Executive Director shall be referred back to the school director or an immediate supervisor for administrative processing consistent with this policy.
- V. Nothing in this policy prevents or limits Entheos Academy from taking appropriate disciplinary action against any employee, up to and including termination.
- VI. Employee questions about Entheos policies, significant disagreements with others or other concerns are addressed in the order of the following outlined procedure:
Step 1 – Generally, an employee should make a good faith effort to resolve an interpersonal issue with the other party.
 - A. Step 2 – If the matter cannot be resolved in Step 1, an employee should discuss the matter with his or her immediate supervisor.
 - B. Step 3 – If a complaint is not resolved by the immediate supervisor within 5 days, or if a complaint involves abusive conduct or any other violation of policy or law

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by the supervisor, the employee may submit a written or verbal request for review of the matter to the school director or executive director.

- C. Step 4 - The executive director or school director will respond appropriately to the employee, subject to the constraints of each unique situation.
- D. Step 5 – Board of Directors – If the problem is not resolved after a discussion with the school director or executive director a complaint may be sent in writing to the school board via email or letter. The board may respond at its discretion, but is not required to respond.