

Providence Christian School Comprehensive Grievance Policy

Objective: To establish biblical guidelines for the resolution of disputes and grievances in the operation of Providence Christian School.

Scope: these guidelines are to be followed whenever there is a dispute or grievance concerning any aspect of Providence Christian School's operations, between any two parties connected in a direct way to the school. This includes students, parents, staff, volunteers, administration and the Board.

Definitions:

Dispute: Any disagreement that results in broken fellowship or trust between the parties or that disrupts the lines of authority in the school, or which (in the judgement of either disputant) threatens the successful implementation of Providence objectives and goals.

Grievances: Any concern about any decision made by one in authority, where the concern is large enough to appeal the decision beyond that authority to the next level.

Concerns: The substance and details of the dispute and/or grievance.

Guidelines:

General:

1. It is understood that if any disputes arise which are not covered by this policy, the board will decide what procedures to follow based on a parity of reasoning from those procedures established by this policy.
2. It is also understood that, especially during the attempted resolution of concerns, the principles of Matthew 18 and James will be followed.

Students/Parents to Teachers:

1. All concerns about the classroom must first be presented to the teacher by the parents, or if the student is mature enough, by the student himself. If the student presents the concern, a respectful demeanor is required at all times.
2. If the problem is not resolved, the parents or student may bring the concern to the appropriate administrator. If the student brings the concern, he must have permission from his parents to do so.
3. If the problem is still not resolved, the parents should appeal the decision to the Principal.

4. If the matter continues to be an issue, the parents should put their concern in writing and request a meeting with the Head of School. Head of School is to provide a written response and maintain a file of all written documentation concerning these issues.
5. If there is still not resolution, they should make a written request for a hearing from the Providence Christian School Board and deliver it to the Head of School.

Parents/Patrons/Volunteers to Administrators:

1. If parents or patrons have a grievance or dispute about the general operation of the school (apart from the operations of the classrooms), they should bring their concerns to the appropriate principal.
2. If the situation is not resolved, they should present their concerns to the Head of School with a written request detailing their concern. Head of School is to provide a written response and maintain a file of all written documentation concerning these issues.
3. If there is still not resolution, they should make a written request for a hearing from the Providence Christian School Board Chairman and deliver it to the Head of School.
4. This procedure applies to board members who are acting in their capacity as parents/patrons, and not as representatives of the Board.

Staff to Administrators:

1. All concerns about the standards of the school must first be presented to the appropriate Head of School. A respectful demeanor is required at all times.
2. If the problem is still not resolved, the staff member may appeal to the board in writing and request a hearing. The request will be passed to the board through the Head of School. The Head of School must pass on all such requests.