



## 8014.1 Internal Complaint Policy

**Effective Date: September 8, 2017      Approved by: Board of Directors**

### **Policy:**

The purpose of the “Internal Complaint Review Policy” is to afford all employees the opportunity to seek internal resolution of their work-related concerns. All employees have free access to the Executive Director or Board of Directors to express their work-related concerns specifically involving a member of Julian Charter School’s (JCS) personnel.

### **Informal Resolution**

JCS encourages all individuals to attempt to communicate with others with whom one may have a concern in an attempt to resolve any concerns informally.

### **Filing of Complaint**

If complaints cannot be resolved informally, employees may file a written complaint with their direct supervisor or Human Resources as soon as possible after the events that give rise to the employee’s work-related concerns. The written complaint should set forth in detail the basis for the employee’s complaint. If the complaint cannot be resolved at this level it may be referred to the Executive Director. If the subject of the Complaint is the Executive Director, any written complaints must be submitted directly to the Board President.

### **Investigation**

An objective and timely investigation of all complaints which cannot be resolved informally will be undertaken. This includes meeting separately with the employee and with others who either are named in the complaint or who may have knowledge of the facts set forth in the complaint.

JCS will attempt to treat all internal complaints and their investigation as confidential, recognizing, however, that in the course of investigating and resolving internal complaints some dissemination of information to others may be necessary or appropriate.

Upon completion of the investigation, the Executive Director or Board President or their designee shall report the finding(s) to the employee in writing.

### **Non-Retaliation**

If an employee has filed a complaint in good faith, the employee will not be disciplined or otherwise penalized for lodging the complaint. If an employee believes that he or she is being retaliated against for lodging a complaint, the employee should immediately notify the Director of Human Resources, the Executive Director, or Board President, as appropriate.

Original Policy 12/17/04

Revised Policy 06/06/08

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