

GOAL ACADEMY POLICY

GOAL Human Resource Policy and Process

Section: G: Staff

Policy Number: G-4

Policy Name: GOAL Complaint and Grievance Process

Approval Authority: Board of Directors

Responsible Executive: Chief Human Resources Officer

Responsible Office: Human Resources

Originally Issued: 7/2018

Revisions:

1. Policy Statement

GOAL Academy's Board of Directors determines that appropriate grievance policies and processes will be set to ensure all GOAL Academy employees understand the established process for filing a grievance.

2. Reason for Policy

GOAL Academy has established the following process for lodging a complaint of harassment, discrimination or retaliation. The company will treat all aspects of the process confidentially to the extent reasonably possible.

3. Who Should Read This Policy

All GOAL Academy Staff

4. Related Documents

GOAL Academy Staff Handbook

5. Contacts

Chief Human Resources Officer
Director of Human Resources

6. The Policy

Process

GOAL Academy has established the following procedure for lodging a complaint of harassment, discrimination or retaliation. The company will treat all aspects of the procedure confidentially to the extent reasonably possible.

1. Complaints should be submitted as soon as possible after an incident has occurred, preferably in writing. The HR director may assist the complainant in completing a written statement or, in the event an employee refuses to provide information in writing, the HR director will dictate the verbal complaint.
2. Upon receiving a complaint or being advised by a supervisor or manager that violation of this policy may be occurring, the HR director will notify senior management and review the complaint with the school's CHRO.
3. The HR director will initiate an investigation to determine whether there is a reasonable basis for believing that the alleged violation of this policy occurred.
4. If necessary, the complainant and the respondent will be separated during the course of the investigation, either through internal transfer or administrative leave.
5. During the investigation, the HR director, together with human resource professionals or other management employees, will interview the complainant, the respondent and any witnesses to determine whether the alleged conduct occurred.
6. Upon conclusion of an investigation, the HR director or other person conducting the investigation will submit a written report of his or her findings to the CEO and CHRO. If it is determined that a violation of this policy has occurred, the HR director will recommend appropriate disciplinary action. The appropriate action will depend on the following factors:

- a) the severity, frequency and pervasiveness of the conduct;
- b) prior complaints made by the complainant;
- c) prior complaints made against the respondent; and
- d) the quality of the evidence (e.g., firsthand knowledge, credible corroboration).

If the investigation is inconclusive or if it is determined that there has been no violation of policy, but potentially problematic conduct may have occurred, the HR director may recommend appropriate preventive action.

7. Senior management will review the investigative report and any statements submitted by the complainant or respondent, discuss results of the investigation with the HR director and other management staff as appropriate, and decide what action, if any, will be taken.
8. Once a final decision is made by senior management, the HR director will meet with the complainant and the respondent separately and notify them of the

findings of the investigation. If disciplinary action is to be taken, the respondent will be informed of the nature of the discipline and how it will be executed.

