

Grandville Calvin Christian

Addressing the Board

The GCCS Board of Directors represents the GCCS community on matters pertaining to the governance and strategy of the school. Christian schools like Grandville Calvin Christian are formed as a partnership between the home and school and are governed by our Board of Directors. To this end, the Board of Directors invites members to address the Board on matters that pertain to board governance and strategy. Members who wish to address the Board agree to the following:

- Submit a request in writing to the Board of Directors using the following email address: address_board@gccsmi.org. A request should ordinarily be submitted at least two weeks prior to the meeting you wish to attend and should include the following information: (a) state the meeting date you wish to attend and (b) state the topic or item you wish to address. The Board typically meets on the fourth Monday of each month. All requests are subject to approval by the Board.

- The Board of Directors will entertain guests wishing to address the Board (who have received prior approval) for a maximum of 30 minutes at each Board meeting. (Board meetings typically begin at 7:00 p.m.)

- Each guest will have a maximum of five minutes to address the Board. At the conclusion of all scheduled speakers or 30 minutes (whichever comes first), all guests must exit the meeting room and allow the Board to address its agenda for the meeting.

- The opportunity to address the Board at a scheduled meeting is separate from the GCCS Complaints Process. This process requires that there be some GCCS policy that has been violated or some decision with which a constituent(s) disagrees and would like to appeal.

The Board of Directors commits this time to listen to constituents on matters that are important to the school community and are relevant to the Board's governance of GCCS. Board members will carefully consider information and perspectives presented to the Board, but they will not be able to respond to comments or questions.

Thanks for your partnership in the lives of your children at Grandville Calvin Christian.

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815 Complaints Process

Approved: September 30, 2019

Policy Statement

GCCS acknowledges the right of students, parents, and stakeholders to bring forth complaints and believes it is a part of living out our mission in Christian community. GCCS is committed to ensuring that student, parent, and stakeholder complaints are dealt with in a responsive, efficient, effective, and fair way. This policy outlines the manner in which complaints may be brought to the School and how they will be handled.

Scriptural Basis

Grandville Calvin Christian School (GCCS) is a Christian community in which members treat one another with love. Within Christian community, however, conflicts occasionally arise between members. When that occurs, we will lean on Jesus' teachings in Matthew 18:15-17:

"If your brother sins against you go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses.' If he refuses to listen to them, tell it to the church; and if he refuses to listen even to the church, treat him as you would a pagan or a tax collector."

Simply put, all members of this community are to speak directly to the person who they feel offended them, but must do so in a loving and compassionate manner. If the conflict can not be resolved through conversation and prayer together, then these concerns can be addressed through this policy.

Overview of the Complaints Policy

What types of complaints will be handled through this process?

- The School, its employees, or students have violated a GCCS policy or procedure
- The School, its employees, or students have acted in ways that are not in line with being standard bearers of the organization
- Student or employee behavior that is not in compliance with the appropriate student or staff code of conduct
- Learning programs, assessment and reporting of student learning did not meet agreed upon outcomes



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What types of complaints will be handled outside of this process?

- Child protection concerns or risks of harm to children should be dealt with in accordance with the law and the Child Protection Policy. Student bullying complaints should be dealt with under the Student Bullying Policy and Student Discipline Policy.
- Student discipline matters, including matters involving suspension or expulsion, should be dealt with under the Discipline Policy.
- Employee complaints related to their employment should be directed to their Building Principal.
- If the Principal is part of the complaint, they should report their concerns to the Head of School.
- Student or employee violence or criminal matters should be directed to the Principal who will involve the police as appropriate.

Who can bring complaints?

- Complaints can be brought forth by students, parents, or any stakeholders who have been personally affected by a particular action, inaction, decision or other outcome related to GCCS.
- Student complaints may be brought by students or by parents on behalf of their children, as appropriate in the circumstances.
- The individual making the complaint is expected to fully cooperate and participate in the complaint process.

Where should complaints be brought?

- Complaints should first be brought to the offender, if any, or the applicable teacher. If the individual making the complaint is uncomfortable bringing the complaint to the offender, he or she may bring the complaint to the offender's supervisor.
- If no resolution is obtained or if there is no individual offender, complaints should be brought to relevant school principal.
- Complaints about GCCS district policies, curriculum, or facilities should be directed to the Head of School.

How will complaints be addressed?

- Complaints may be made in a variety of ways (e.g., email, verbal communication, phone call, and any other means).
- Complaints will be investigated fully and fairly, and the parties' rights to due process and privacy shall be protected at all times. (continued on next page)



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- The relevant Principal who receives a complaint will determine whether it is appropriate for informal resolution or formal resolution. Formal resolution is generally reserved for complaints involving alleged violations of GCCS policy or procedure. Explanations of policies and procedures, various clarifications, and all types of campus information are available in campus administration offices.
- The outline of the Informal and Formal Complaints Procedures are shown in the Complaints Flow Chart and further described in Policy 816.

Informal Complaint Process and Suggestions for Future Policies and Procedures Forms

Informal Complaint Process:

The informal complaint process is followed when the relevant Principal has determined that the complaint does not involve a violation of school policy or procedure.

1. Review of Complaint by Campus Principal

The administrator will promptly review and investigate the complaint. Part of that review may include interviewing the complainant and requesting documentation or information in support of the complaint. That review may also involve interviews and/or an informal conference among the parties. After the review is completed, the Principal will make a determination resolving the matter.

2. Appeal to Head of School

If the complainant is not satisfied with the Principal's determination, he or she may appeal the decision to the Head of School. Such appeal must be made (verbally or in writing) within 7 days after the Principal's determination. The Head of School will review the Principal's decision and all supporting documentation, if any. The Head of School shall have discretion to undertake an independent review of the complaint but shall not be required to do so. After the review is completed, the Head of School will make a determination resolving the matter. The decision made by the Head of School will be final.



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Formal Complaint Process:

The formal complaint process is followed when the relevant Principal has determined that the complaint involves a violation of school policy or procedure. A complainant whose concerns are resolved may withdraw a formal complaint at any time.

1. Completion of Complaint Form

The complainant is required to make the complaint in writing to the Principal using the Level One Parent/Student Complaint Form. The complaint must indicate which GCCS policy or procedure the complainant believes was not followed or is in question. The complainant must provide all relevant and applicable documentation in support of the complaint when returning the Complaint Form. In cases where the complaint is regarding the Principal, the relevant documentation is to be addressed to the Head of School. If the complaint is against the Head of School, the relevant documentation is to be addressed to the Chair of the Board.

Level One Parent/Student Complaint Form

2. Investigation

The Principal (or Head of School/Chair of the Board) will decide how best to investigate the complaint. This may include: handling the complaint under a specific school policy; mediating the dispute among the parties, overseeing an internal investigation by appropriate senior staff, or engaging an external person or agency to investigate the complaint. The Principal will meet with the alleged offender to inform him or her of the complaint and offer an opportunity for response.

3. Determination

The Principal will inform both complainant and respondent of his or her determination resolving the complaint.

4. Appeal to Head of School

If the complainant is not satisfied with the Principal's determination, he or she may appeal the decision to the Head of School. Such appeal must be made within 7 days after the Principal's determination by filing the Level Two Appeal Parent/Student Complaint Form. The Head of School will review the Principal's investigation, supporting documentation and decision. The Head of School shall have discretion to undertake an independent review of the complaint but shall not be required to do so. After the review is completed, the Head of School will make a determination resolving the matter. In the event that the Head of School and Principal are the same person, an appeal shall be made to the Executive Team of the Board or their designee.

Level Two Parent/Student Complaint Form



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5. Appeal to School Board

If the complainant is not satisfied with the Head of School's determination, he or she may appeal the decision to the School Board. Such appeal must be made within 7 days after the Head of School's determination by filing the Board Appeal Parent/Student Complaint Form. The School Board will make an initial determination about whether or not it will hear the appeal and will promptly notify the complainant of its initial decision. If it decides to hear the appeal, the Board will review all prior investigations, supporting documentation, and decisions. The School Board shall have discretion to undertake an independent review of the complaint but shall not be required to do so. After the review is completed, the School Board will make a determination resolving the matter. The decision made by the School Board will be final.

Board Appeal Parent/Student Complaint Form

Suggestions to Administration and Board for future consideration:

Students and parents may submit suggestions to the administration or Board on new policies or procedures for future consideration. The Administration and Board will consider these requests but reserve the rights to grant, deny or table these requests for future consideration.

Suggestion for Future Policies and Procedures for Future Form

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Student/Parent Complaint Form – Level One

To file a formal complaint, please fill out this form completely and submit to the appropriate building principal.

Name _____
Address _____
Phone _____
Email _____
Campus _____

Describe the action, decision or circumstances that caused your complaint (specific factual details). Please explain how you believe this decision or action is in violation of a current GCCS policy or procedure.

What is the desired outcome?

Signature _____ Date of Filing _____

Please attach any documentation you believe supports the complaint. If unavailable when you submit this form, documentation may be presented no later than the Level One conference. Please indicate which GCCS policy or procedure you believe has not been followed.

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Student/Parent Level Two Appeal Notice

To appeal a Level One decision, please fill out this form completely and submit it to the Head of School or designee.

Name _____
Address _____
Phone _____
Email _____
Campus _____

To whom did you present your complaint at Level One?

Date of Level One Conference/Response _____

Explain specifically how you disagree with the outcome at Level One:

Signature _____ Date of Filing _____

Please attach any documentation you believe supports the complaint.

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Student/Parent Board Appeal Notice

To appeal a Level Two decision, please fill out this form completely and submit it to the Head of School, School Board President, or designee.

Name _____
Address _____
Phone _____
Email _____
Campus _____

To whom did you present your complaint at Level Two?

Date of Level Two Appeal _____

Explain specifically how you disagree with the outcome at Level Two:

Signature _____ Date of Filing _____

Please attach any documentation you believe supports the complaint.

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Student/Parent Suggestion Form

Students and parents may fill out this form to make a suggestion to the Administration or Board of Directors to consider a policy or procedure change or addition for future consideration.

Name _____
Address _____
Phone _____
Email _____
Campus _____

Describe the policy or procedure that you would like the GCCS administration or GCCS Board of Directors to consider for the future. Please attach any evidence that you believe supports this suggestion.

Signature _____ Date _____

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