

APPEAL POLICY

for

THE VANCOUVER WALDORF SCHOOL

Introduction

The Vancouver Waldorf School (the “**School**” or “**VWS**”) has adopted a Communications Policy designed to encourage healthy and productive communications between parents, guardians, students, faculty and staff. Other policies adopted by the VWS also contain provisions detailing how certain issues, including interpersonal issues, are to be resolved. However, the VWS recognizes that despite all of our best intentions and efforts in compliance with the procedures set forth in the applicable School policy documents, there will still be situations where affected persons (which includes parents, guardians, students and staff) remain dissatisfied with an act or decision of the School. This Appeal Policy is intended to provide a framework (the “**Grievance Procedure**”) to finally resolve these issues.

For greater certainty, this Appeal Policy is to be invoked *only* in situations where the prescribed steps (if any) in the applicable School policy document have been followed, and one or both of the participants are still unhappy with the outcomes on the grounds that they were either (a) treated unfairly or unreasonably, and/or (b) they believe that due process was not followed in the making of the decision.

Grievance Procedure

1. To begin a formal Grievance Procedure a written request must be filed with the Pedagogical Manager, or with the Chair of the College of Teachers if the grievance is with the Pedagogical Manager (*note: If the grievance is with the Pedagogical Manager the term “Pedagogical Manager” in the subsequent text will be replaced by “Chair of the College of Teachers”*). It should state the evidence to support the claim of unfair or unreasonable treatment and/or the grounds for the belief that due process has not been followed.

2. The Pedagogical Manager will acknowledge the receipt of the letter within 2 working days.
3. The Pedagogical Manager will assess the nature of the complaint and appoint a school representative, which may be the Pedagogical Manager, to follow up on the matter.
4. The school representative will contact the complainant to discuss their written statement and to inform them of the next steps. The school representative group will then promptly initiate appropriate actions to resolve the grievance. Appropriate action may include:
 - i. Making enquiries
 - ii. Reviewing reasons for the contentious decision or the cause of grievance
 - iii. Reviewing the process of arriving at the contentious decision or the cause of grievance
 - iv. Forming a panel and/or appointing an independent consultant to carry out an investigation
 - v. Engaging in negotiations and
 - vi. Engaging external mediators to work towards conciliation, if in the opinion of the Pedagogical Manager such a step is warranted.
5. The school representative will then prepare and file a report which includes clear recommendations for the resolution of the matter with the Principal, the Chair of the College of Teachers and the Chair of the Board of Trustees.
6. The Chair of the College of Teachers, the Chair of the Board of Trustees and the Principal shall appoint an *ad hoc* committee (the “**Appeal Committee**”) consisting of the Principal and at least one member of the College of Teachers and/or the Board of Trustees (to consider the appeal. No member of the Appeal Committee may be a participant in or have a material interest in the subject matter of the appeal (unless the participation or interest in the subject matter of the appeal is not disproportionate to the participation or interest in the subject matter of all members of the College of Teachers and/or the Board of Trustees, as applicable).
7. The Appeal Committee shall meet as soon as is reasonably practicable to make a determination on the appeal. If the Appeal Committee considers it appropriate, it may seek additional written or oral statements relating to the subject matter, including from the complainant, to assist it in its determinations. The determination of the Appeal Committee shall be final.
8. The complainant shall be given a complete written reply informing them of the outcome of the Grievance Process as soon as is reasonably practicable after the determination of the Appeal Committee has been made.
9. There will be no retribution for making or pursuing an appeal pursuant to this Appeal Policy. However, should a complainant continue to make vexatious complaints or refuse to comply with the terms of this Appeals Policy, the Pedagogical Manager, in collaboration with the Principal, the Chair of the College of Teachers and the Chair of the Board of Trustees, may request a re-consideration of the enrolment of the child at the school.