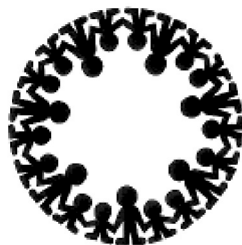


**Northpoint Co-op
Grievance Procedures
2009 – 2010**



GRIEVANCE PROCEDURES

Maintaining the integrity of the program, meeting the needs of members (including children) and insuring the safety of all members and children are a priority of Northpoint Cooperative Preschool. Not everyone's needs may be met through the Co-op Experience: work schedules may interfere; children may not be ready for the group experience; family issues may not allow time; class schedules cannot be met. When Co-op is not meeting individual needs, discussing the issues with the Co-Presidents, Teacher or Bates Coordinator is helpful. Referrals will be made and family needs met.

Grievances shall be handled in the following manner:

1. The aggrieved party shall contact the Class Rep (or one of the Co-Presidents if Class Rep is an involved party);
2. The Class Rep shall immediately inform all involved parties and the Co-Presidents of the problem;
3. The Class Rep may act as a mediator between parties or request help from the Bates Coordinator or another Board Member with the agreement of parties involved;
4. In the best interest of all parties, grievances will be resolved as quickly as possible, seeking solutions with respect, confidentiality and adherence to stated policy.

If through informal discussion, the issue is not resolved and at the discretion of the Class Rep or at the request of any party to the grievance, the Board shall be informed of the issue/dispute and appoint a Grievance Committee to investigate. The Grievance Committee shall consist of one (1) member of the Board other than the Class Rep; one (1) mutually-agreed upon member not involved in the dispute; and the Bates Coordinator. The Grievance Committee shall evaluate the dispute and make a recommendation to the Board regarding settlement. The decision of the Board shall be final and binding and must comply with any policies or regulations in force at the time.

If the problem(s) or dispute has the potential for resolution or is not gross misconduct, a conference will be called and methods of resolution will be addressed. Dates for weekly evaluation or follow-up will be scheduled. A contract with all parties agreeing to the provisions will be drawn up. It should include:

1. A definition of the problem to be resolved;
2. Specific procedures and timeframes for resolution of the problem;
3. Consequences if problems are not resolved in an agreed upon time frame (e.g. dismissal);
4. Dates for weekly evaluation of progress;
5. Date for completion of contract;
6. Signatures of those involved

Compliance with the specified procedure will be confirmed each week by individuals involved.

If the party has violated the rules and regulations of the Co-Op and/or demonstrated they present a danger or health risk to themselves or others, they may be asked by the Co-Presidents and/or the Teacher to leave the school immediately. A review of the issue by the Executive Board will take place within one week to determine if additional action is necessary.