

# Grievance Procedure

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## Proper Grievance Procedure:

In the Archdiocese of Milwaukee, a parental grievance occurs when there is a disagreement between the parent(s) or guardian(s) of a student enrolled in our schools or parish religious education programs and an employee (e.g. Principal, Teacher, DRE, Youth Minister, Catechist) of the parish. Before any formal grievance can be initiated, the parent(s) or guardian(s) must meet with the employee with whom there is an issue to see if reconciliation or meeting of the minds can occur, consistent with the philosophy of the Archdiocese. If resolution occurs, there is no need to proceed. Any grievance not raised in a timely manner (generally not to exceed ten days) shall be considered to be waived.

## Step 1:

If there is no resolution, the parent(s)/guardian(s) can initiate the formal grievance process by providing a letter to the employee's supervisor no later than ten (10) working days after the informal meeting noted above. The letter must contain the following:

- the date/time/place of the informal meeting
- the name and position of the employee with whom the disagreement exists
- factual information and background regarding the disagreement
- specific recommendations for resolution of the issue

After receipt of the letter, the supervisor will provide the employee five (5) workdays to respond and then schedule a meeting of all parties within (10) days to work through conciliation toward resolution. Should resolution occur, the process is concluded.

If resolution does not occur and the potential concern involves secondary schools, please go to STEP 3

If resolution does not occur and the potential concern involves elementary schools or parish programs, proceed to STEP 2.

## Step 2:

If resolution does not occur in the informal meeting or in STEP 1 and the concern involves elementary schools or parish programs, the parent(s) will provide the pastor with a copy of the letter noted in STEP 1 within five (5) working days of the completion of STEP 1.

The pastor will immediately call on the employee for his/her response and attempt to resolve the situation in one of the following manners:

1. The pastor will convene the parties in an attempt to reach mutual agreement. (Disputes in which the pastor is the immediate supervisor begin here.)
2. The pastor may contact the Archdiocese Office for Schools, Child and Youth Ministry for assistance in resolving the matter. If agreement is reached, the process is concluded.
3. The pastor may direct the local grievance committee to proceed with a review of all details and submit a recommendation to him. See STEP 3.

## Step 3:

If there is no resolution through STEP 2, issues of concern will be heard by the local grievance committee. The local committee of three to five members will hear all sides of the dispute no later than thirty (30) days after the parent (s)/guardian(s) forwards a copy of the letter noted in STEP 1 to the committee. The committee, appointed by the pastor (principal, or president in a secondary school) and drawn from a pool of candidates who possess qualifications that would allow them to discern impartially the issues at hand, will render a decision to all parties. If there is consensus of all parties, the process is concluded. If resolution does not occur a final STEP 4 may be initiated.

#### Step 4:

Should resolution not occur through STEPS 1, 2 and 3, the parent(s)/guardian(s) can submit within ten (10) working days, a written appeal to the Archdiocese. Should an appeal not occur within the time period, the issue is considered closed.

The request for a hearing with the grievance committee shall be made through the Superintendent's Office. It shall contain the statements of the parties concerned. The Delegate for Parishes will convene the grievance committee and chair its proceedings.

Upon receipt of the written statement, the grievance committee will set up a hearing, at a mutually convenient time and place, for discussion of the concern with all parties involved. The findings of the grievance committee will be communicated to all parties involved. Upon such communication the work of the grievance committee will be closed.

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