

## **Board Policy #101108B**

### **Conflict and Resolution**

The Community Culinary School of Northwestern Connecticut recognizes the right of every student to have the opportunity for the resolution of complaints about problems relating to conditions of training in a fair and timely manner and without fear of reprisals. It is expected that most complaints will be handled informally by the student and the instructors/executive director. However, when this process is not successful, the Culinary School provides a formal procedure for the resolution of complaints.

#### **CONFLICT AND RESOLUTION PROCEDURE**

Training related conflicts or grievances should, to the extent possible, be discussed initially between the student and the Instructor/supervisor. If such discussion does not resolve the problem, or such discussion is not appropriate in the opinion of the student, the student may take the issue to the executive director.

If the student is not satisfied with the solution offered by the executive director, the student should outline the issue in writing for the Grievance Committee of the board of directors.

- The Grievance Committee of the board of directors will investigate the matter.
- The Grievance Committee will review the matter and make a final determination. The executive director will communicate that determination to the employee.