Attachment 11: Grievance or Complaint Policy

Work Place

Open Communication and Conflict Resolution

Harmonious relationships are highly valued at Goodwill LEADS, Inc. because they promote teamwork and productivity. Employees are expected to resolve issues with co-workers in a courteous and respectful manner. Concerns with workplace conditions, practices, discrimination, harassment, issues with co-workers, and disciplinary actions including termination should be openly communicated to management.

The following steps are provided to resolve workplace issues in a constructive and professional manner. The goal is to provide "win-win" resolutions. Any information discussed is considered confidential to the fullest extent possible. Retaliation by co-workers or management against any individual using this process is unacceptable.

Step 1. Initial Review: Notification (verbal or written) to your immediate manager or supervisor. A meeting will be scheduled to discuss your concerns and seek satisfactory solution.

Step 2. Intermediate Review: If you are not satisfied with your supervisor's response or actions, contact his/her manager for further review of the situation.

Step 3. Final Review: If unable to resolve the issue at step 2, contact the vice president of your division/department for final resolution.

Note: If one of the above-referenced managers is not available for review, or if other circumstances exist that cause you to believe discussion with the designated manager would be inappropriate, you may go outside the chain of command and report it directly to any senior staff member of Goodwill Michiana.

Student Contract

The following sets forth the expectations and consequences for student conduct.

It is a requirement of The Excel Center that all students sign the Student Handbook Contract prior to beginning classes with The Excel Center. Students must understand and adhere to the school guidelines stated within this Student Handbook (including those summarized below):

1. Students will commit to and participate in scheduled periods of class each Monday-Thursday.
2. Students will maintain at least 80% attendance rate in each class. Students will **communicate** with their coach **AND** instructor, in advance, if they must miss class. After 8 unexcused absences, a student may be dismissed from the term.
3. Students will be on time for each class. For example, if a class starts at 9:00am, each student is expected to be in the classroom, and ready to work before 9:00am.
4. Students will dress appropriately for school. This includes, but is not limited to: NO to the following: bare mid-riffs, see through clothes, open backs, low cut tops,

tube/tank/halter tops, sleeveless shirts, stomach/back skin, short shorts, sagging, undergarments showing, clothing with profanity, drugs, alcohol, sex, obscenities, violence, or gang related material, pajamas, or slippers. Students' eyes must be visible to school staff at all times (i.e. no sunglasses)

5. Students will visibly wear their school ID badge while in school or on school grounds.
6. Students will keep their telephone number, address and email address updated with their coach. All students will have an appropriate email address.
7. Students will be drug-free and alcohol-free while in school or on school grounds.
8. Students will abide by the school's zero tolerance policy for acts of violence and threats of violence.
9. Students will be respectful of every person within The Excel Center.
10. Students will follow all school and classroom rules.
11. Students will respect our school and help keep all areas neat and clean.

I have received a copy The Excel Center Student Handbook and will honor the information included in it. I am responsible for knowing, understanding and following the rules for The Excel Center. I will seek guidance from my life coach and/or an instructor in any case where I am unclear about the rules.

I understand the consequences of violating any of the policies in the Student Handbook will be left to the discretion of the administrative team of The Excel Center and may result in consequences ranging from getting sent home from school for the day, up to getting expelled from The Excel Center following the violation.

In addition, I acknowledge that if I follow all of the above rules and expectations during my time with the school, the instructors, life coaches and staff of The Excel Center will work with me in every way possible to help me graduate with my high school diploma and to prepare me for a successful life beyond high school.