

Staff grievance procedure

TAMOS Education recognizes the need for a process by which employees may raise complaints and concerns related to their employment. Differences between an employee and TAMOS Education shall be dealt with in accordance with these guidelines and the guidelines of the TAMOS Education whistleblower policy.

The guidelines for complaints are as follows:

1. An employee must initiate their own complaint. Generally, the employee should take up the complaint in a timely manner with their immediate manager/supervisor/principal. The manager/supervisor/principal should discuss the matter completely with the employee in a private meeting. The manager/supervisor/principal should investigate the concern as appropriate, then reply to the employee regarding the complaint within one (1) week (reply can be verbal or written, as appropriate).

If the employee feels unable to discuss the matter with their manager/supervisor, they may immediately consult with their vice-director, head of department, principals, the school directors or the Human Resources Manager.

2. In certain situations where the matter is not satisfactorily resolved at the manager's level, the employee should seek the assistance or guidance of the vice-directors, school principals school director or Human Resources Manager.
3. If the school directors cannot satisfactorily resolve the problem between the employee and the concerned department manager, then, the school directors shall advise the employee to submit the complaint in writing. At this point, the general director shall be notified. The general director will schedule a meeting with all the parties involved to resolve the matter and the general director will function as a neutral mediator seeking a reasonable solution acceptable to all parties. All parties will participate in the process, presenting any facts they consider relevant. The employee and manager can bring in other TAMOS Education staff members as witnesses.
4. The Department Head or department representative shall have one (1) week after the parties meet to respond in writing to the employee. The school directors will assist the department in considering the written response to resolve the matter.

Resignation/termination policies

Resignations and terminations will be handled with the following consistent guidelines:

Some examples of employee termination follow:

- End of a temporary assignment;
- Resignation;
- Discharge for gross or minor misconduct;
- Disability of employee;
- Job abandonment;
- Failure to return from leave of absence.

Several of the above reasons are discussed elsewhere in this policy. Before proceeding with any termination action, the appropriate policy statement shall be reviewed.

1. Before a department discharges an employee, department heads must consult with the School Directors.
2. When employees voluntarily resign from TAMOS Education, it is expected that they will give the School Directors sufficient notice.
3. An employee who fails to give sufficient notice as part of their voluntary termination may not be eligible for re-employment.
4. Employees who are transferring from one position to another within TAMOS Education are also expected to comply with the above guidelines or to coordinate an alternative arrangement agreed upon by both current and prospective manager/supervisor and Human Resource Manager.
5. Terminated employees are required to return all TAMOS Education property, including keys, uniforms, and tools, materials and Visa Documents prior to the issue date of their final pay. They are also expected to make arrangements for clearing of any debts owed to TAMOS Education.
6. When an employee has been terminated or has terminated their employment, an exit interview or outplacement service is appropriate. Any exit issues can be discussed with the school director or Human Resource Manager.
7. The school Directors or Human Resource Manager should promptly process the required termination form(s) to allow efficient handling of final pay, health insurance claims and other relevant matters.

In the unfortunate event of the death of an employee, the manager of the relevant department should inform the school director. Any inquiries by friends or relatives of the deceased should be referred to the school directors for furnishing of the proper documents.

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