



Purpose Built School Atlanta Employee-Caregiver Grievance Policy

Purpose Built Schools Atlanta (PBSA) recognizes that a staff member may occasionally experience a school-related problem with a caregiver and that a caregiver may occasionally experience a school-related problem with a staff member. PBSA's employee-caregiver grievance policy promotes an open, constructive work environment by providing a process for school-related issues. A staff member who experiences a problem with a caregiver, or vice versa, is encouraged to utilize the following problem resolution process. [Note that staff members who wish to resolve issues concerning other staff members should consult PBSA's Employee Grievance Policy, which can be found in the employee handbook.]

Step One: Informal Attempt at Resolution

If a caregiver in the school's community and a staff member have a conflict or a complaint involving the other, the first step should be to attempt in good faith to directly resolve the issue through a meeting among the concerned parties.

Step Two: Mediation with Principal

If the matter cannot be resolved through informal discussion, within ten business days of the informal attempt at resolution, the staff member or caregiver may request a meeting with the principal and any other persons involved in the matter by emailing or calling your school's main office.

- Upon receipt of such request, the principal will, where possible, attempt to schedule a meeting with both parties to the conflict, to occur within three business days of his/her receipt of the request.
- At this meeting, each party will have the opportunity to be heard and to make a recommendation as to how the matter may be resolved.
- Within three business days after the meeting, the principal will send each party a written recommendation as to how the matter should be resolved.

Step Three: Mediation with Chief Schools Officer

If the preceding steps do not result in a resolution, the previous steps in "Step Two" are to be followed with the Chief Schools Officer (CSO). To schedule a meeting with the Chief Schools Officer, please call PBSA's main line at 404-802-6399 or send a request via email to communications@pbsatl.org.

- Within three business days after the meeting, the Chief Schools Officer will send each party a written recommendation as to how the matter should be resolved.



Step Four: Final Review by Chief Executive Officer

If the matter remains unresolved after review by the Chief Schools Officer, it may be elevated to the Chief Executive Officer (CEO).

- To request review by the CEO, the staff member or caregiver must submit a written request within ten business days of receiving the CSO's recommendation.
- The CEO will review all prior documentation, may request an additional meeting with the parties if necessary, and will provide a final written decision within five business days.
- The CEO's decision will be considered final.

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