



THE WILTON SCHOOL GRIEVANCE PROCEDURE

This grievance procedure defines an administrative process through which students may seek resolution of complaints or grievances arising from a decision made about them by an agent of the Wilton School of Cake Decorating and Confectionery Art during the course of their enrollment or attendance.

Definitions

Grievance: a written statement by a Grievant setting forth a complaint that has not been resolved by other methods or processes.

Grievant: the author of a Grievance.

Complaint: an unwritten Grievance.

Primary Administrator: School Director

Grievance Officer: Wilton Enterprises Vice President of Consumer Affairs

Hearing Officer: Wilton Enterprises General Manager

Informal procedures

Whenever an individual entitled to utilize these procedures has a complaint, that individual is expected to attempt to resolve the matter informally. This attempt must include discussion of the complaint with the School Director. Informal procedures may also take other forms appropriate to the complaint and the individuals involved.

Formal Grievance

1. If all unreasonable informal efforts to resolve a complaint fail, the complaint may formalize the complaint as a Grievance. The Grievance is a written statement containing a description of the grounds for the complaint and a specification of the remedy sought.
2. A Grievance must be filed with the Primary Administrator within thirty (30) days from the time of the occurrence leading to the Grievance. Informal efforts to resolve the complaint must occur within these thirty (30) days.
3. The Primary Administrator, upon receipt of a Grievance, must conduct an appropriate investigation. The Primary Administrator may either grant or deny this remedy sought or provide other remedies. This decision must be issued, in writing, within fourteen (14) days following her receipt of the Grievance.
4. If the decision is unacceptable to the Grievant, they may appeal to the Grievance Officer. This appeal must be submitted, in writing, to the Grievance Officer within fourteen (14) days following the Grievant's receipt of the Primary Administrator's decision.
5. The Grievance Officer, upon receipt of the appeal, will review the existing records and may conduct further inquiry. Within fourteen (14) days of receipt of the appeal, the Grievance Officer must either grant a remedy acceptable to the Grievant or notify the Grievant that a hearing will be held.
6. If a hearing is held, the Hearing Officer will conduct it in an expeditious manner, under the following rules.
 - a. The Hearing Officer is empowered to rule on all procedural matters and the relevance of witnesses and/or evidence.
 - b. The Hearing Officer will be provided with all prior relevant documents and may request additional relevant information.
 - c. Formal rules of evidence need not be followed.
 - d. The Grievant has the right to be heard at the hearing and to present witnesses. The Primary Administrator and Grievance Officer may also present witnesses.
 - e. An appropriate record of the hearing should be made and preserved as part of the complete record of the Grievance.
 - f. The hearing must begin within twenty-eight (28) days from the time notice of hearing is received by the Grievant.
 - g. The Hearing Officer will report his findings to all participants within fourteen (14) days.
7. If the Grievant finds the decision unacceptable, he may appeal to the Company President within fourteen (14) days. The decision of the Company President is final and should be provided within fourteen (14) days.