

Procedures for Staff Discipline and Complaints/Grievance

Purpose:

These procedures provide a framework for addressing issues related to staff discipline and complaints/grievance in TEFL schools. The aim is to promote a positive work environment, ensure fairness and consistency in the treatment of all staff, and address any concerns in a timely and efficient manner.

Disciplinary Procedures:

- **Informal Discussions:** Any issues related to staff conduct or performance should be addressed through informal discussions between the staff member and their supervisor. The supervisor should provide specific feedback and identify areas for improvement.
- **Formal Investigation:** If the issue persists, a formal investigation will be initiated by the school administration. The staff member will be informed of the investigation and given an opportunity to respond to any allegations.
- **Disciplinary Action:** If the investigation determines that disciplinary action is necessary, the school administration will determine the appropriate action, which may include verbal or written warnings, suspension, or termination of employment.

Complaints/Grievance Procedures:

- **Informal Discussions:** Any complaints or grievances should be addressed through informal discussions between the staff member and their supervisor or another appropriate member of the school administration. The staff member should provide specific details about the complaint or grievance and attempt to resolve the issue through dialogue.
- **Formal Complaint:** If the issue cannot be resolved through informal discussions, the staff member may file a formal complaint with the school administration. The complaint should be in writing and include specific details about the issue, as well as any supporting documentation.
- **Investigation:** The school administration will investigate the complaint and gather all relevant information. The staff member who filed the complaint and any witnesses may be interviewed as part of the investigation.
- **Resolution:** Once the investigation is complete, the school administration will determine an appropriate resolution. The staff member who filed the complaint will be informed of the outcome of the investigation and any actions taken to address the issue.

Note: It is important to ensure confidentiality throughout the disciplinary and complaints/grievance procedures to protect the privacy of all parties involved.