

Mentoring Program Grievance Process

The state mentoring program is designed to promote growth and learning for the mentee and the mentor in a collaborative working relationship. If the collaborative relationship is compromised due to concerns involving the mentoring program, the grievance process should be initiated in order to resolve the issue.

The grievance procedure shall be conducted with the highest level of sensitivity to the privacy of all concerned. All participants in the process are expected to treat as highly confidential any evidence presented and the deliberations occurring at all stages.

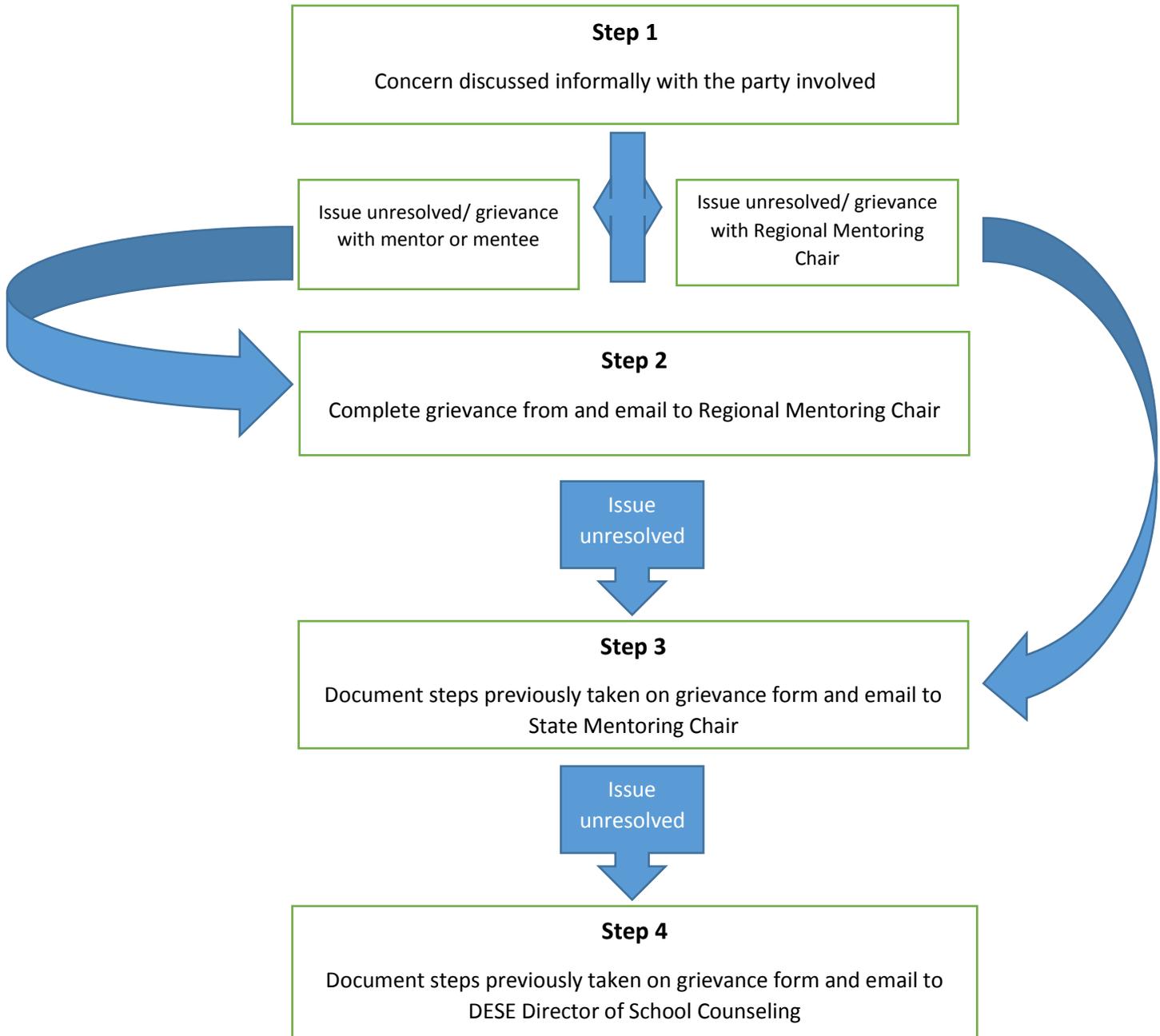
Step 1 - The mentor or mentee with the concern should first attempt to informally discuss the concern directly with the party involved (mentor, mentee, or Regional Mentoring Chair). We hope that most issues will be resolved in this manner, but if the attempt does not remediate the issue and the concern is with the mentor or mentee, **Step 2** of the grievance process should be initiated. If the concern or grievance is with the Regional Mentoring Chair and the Step 1 attempt to remediate was not successful, the mentor or mentee should **skip Step 2** and advance to **Step 3** of the grievance process.

Step 2- If the concern or grievance is not successfully remediated through Step 1 of the process, the mentor or mentee with the concern or grievance should complete a grievance form (add link here) and email it to the Regional Mentoring Chair to attempt remediation. The Regional Mentoring Chair should work to adequately resolve the issue, but if the attempt is unsuccessful, the mentor or mentee should advance to **Step 3** of the grievance process.

Step 3- If the concern is not successfully remediated through Step 2 of the process, the mentor or mentee with the concern should indicate that Steps 1 and 2 were initiated on the grievance form and forward it to the State Mentoring Chair to attempt remediation. The State Mentoring Chair should work to adequately address the issue, but if it is not successfully resolved, the mentor or mentee should advance to **Step 4** of the grievance process.

Step 4- If the concern or grievance is not successfully remediated through the first phases of the grievance process, the mentor or mentee with the concern should initiate the final phase of the process. The mentor or mentee should indicate that Steps 1-3 were initiated on the grievance form and forward it to the DESE Director of School Counseling in order to attempt remediation. The DESE Director of School Counseling will work with all parties involved to remediate the issue.

Mentoring Grievance Process Flowchart



School Counseling Mentoring Program Grievance Form

Name:

MSCA Region:

(Central, Jefferson County, Greater Kansas City, Kansas City, Mid-Missouri, Northeast, Northwest, St. Louis City, St. Louis Suburban, Southwest, Southeast, South-Central)

Steps previously taken (highlight all that apply): Step 1, Step 2, Step 3

Please describe, in detail, the nature of the issue. Include the name and mentoring program position of the person with which you have a grievance: