

Public Complaints—General

It is extremely important that parents, teachers, and students maintain a wholesome mutual respect for each other. To this end, the Charter School's policies advocate respectful, constructive interaction in actively addressing and resolving issues, rather than slandering or unwholesome, negative confrontation. The Charter School Board will be the final adjudicator of a problem.

Any student, parent, or community member, wishing to express a complaint or to pursue resolution to a complaint concerning an area covered by these guidelines will adhere to the following procedural order:

- I.** The complainant must first attempt to resolve the issue by contacting the individual or employee(s) directly involved. If desired by the complainant, the principal or immediate supervisor will conduct an informal conference between the parties involved in an attempt to resolve the issue. However, if desired, the complainant may bring a complaint directly to the administrator or supervisor as outlined in subsection II.
- II.** The complaint will be brought to the attention of the principal or immediate supervisor by the complainant. The principal/supervisor will ask the complainant to state whether a response is desired. The administrator/supervisor will investigate the complaint and provide a response to the complainant within five working days. The individual or employee(s) who is the subject of the complaint will be informed of the nature of the complaint and the person(s) lodging the complaint. A confidential log will be maintained by the principal/supervisor containing any such complaints and responses. This log shall be subject to use only in accordance with legal and contractual provisions governing personnel records. In the response, the complainant will be informed of the option of filing a written complaint at Level III, if not satisfied. Assistance with completing the written complaint form will be provided, as needed.
- III.** Written complaint is filed with the principal or immediate supervisor.
- IV.** Written appeal to the Board, requesting a hearing when Level III does not resolve the complaint to the satisfaction of the complainant. The disposition of the complaint through the Board will be final, except for possible appeal to appropriate courts or administrative agencies as provided by law.

SUMMARY: Written complaints at each level will include but not be limited to the Public Complaint Form included with these regulations. The administration or Board may seek any additional information desired prior to making a decision on the complaint. A written response will be delivered to the complainant at each procedural level. At level III, a copy of the written complaint and the administrator/supervisor written response will be filed with the administrator's office.

In certain extremely serious situations, such as alleged criminal activity, sexual abuse or harassment, the complainant will have the right to appeal directly to the administrator or designee, or appeal as indicated in applicable Board guidelines and administrative regulations.

At each complaint procedural level, the employee(s) who is the subject of the complaint will be notified of the complaint. Any interviews or information gathering relative to the processing of the complaint at any level will be done confidentially. At the Board level, the appeal and discussion will be conducted in executive session whenever the circumstances meet the legal requirements for such session. The complaint procedure is recognized as the only appropriate channel for public complaints.