



COMPLAINTS CONCERNING CHARTER SCHOOL EMPLOYEES

The Director or designee shall determine whether a complaint should be considered a complaint against the charter school and/or an individual employee, and whether it should be resolved by the charter school's process for complaints concerning personnel and/or other charter school procedures.

To promote prompt and fair resolution of the complaint, the following procedures shall govern the resolution of complaints against charter school employees.

1. Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, the complainant should communicate directly to the employee in order to resolve concerns.
2. If a complainant is unable or unwilling to resolve a complaint directly with the employee, he/she may submit a written complaint to the employee's immediate supervisor or to the School Director.
3. All complaints related to charter school personnel other than the School Director shall be submitted in writing to the School Director or immediate supervisor. If the complainant is unable to prepare the complaint in writing, administrative staff shall help him/her to do so. Complaints related to the School Director shall be initially filed in writing with the Charter Governance Council (CGC) President or designee.
4. When a written complaint is received, the employee shall be notified by the School Director within five days.
5. A written complaint shall include:
 - a. The full name of each employee involved.
 - b. A brief but specific summary of the complaint and the facts surrounding it.
 - c. A specific description of any prior attempt to discuss the complaint with the employee and the failure to resolve the matter.
6. Staff responsible for investigating complaints shall attempt to resolve the complaint to the satisfaction of the parties involved within 30 days.
7. Both the complainant and the employee against whom the complaint was made may appeal a decision by the School Director or immediate supervisor to the CGC, who shall attempt to resolve the complaint to the satisfaction of the person involved within 30 days. Parties should consider and accept the CGC's decision as final. However, the complainant, the employee, or the Director may ask to address the CGC regarding the complaints.

8. Before the CGC's consideration of a complaint, the School Director shall submit to the CGC a written report concerning the complaint, including but not limited to:
 - a. The full name of each employee involved
 - b. A brief but specific summary of the complaint and the facts surrounding it, sufficient to inform the CGC and the parties as to the precise nature of the complaint and to allow the parties to prepare a response.
 - c. A copy of the signed original complaint
 - d. A summary of the action taken by the School Director, together with his/her specific finding that the problem has not been resolved and the reasons.
9. The CGC may uphold the School Director's decision without hearing the complaint.
10. All parties to a complaint may be asked to attend a CGC meeting in order to clarify the issue and present all available evidence.
11. A closed session may be held to hear the complaint in accordance with law.
12. The decision of the CGC shall be final.

Any complaint of child abuse or neglect alleged against a charter school employee shall be reported to the appropriate local agencies in accordance with law, CGC policy and administrative regulation.