



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 (5) 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 surrounding facts..
 - 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 thirty (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 thirty (30) days.
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 surrounding facts, sufficient to inform the CGC as to the precise nature of the complaint.
 - c. A copy of the signed original complaint and any supporting documentation.
 - d. A summary of any action taken by the School Director, together with his/her specific reasons for any such action.
9. A closed session may be held to hear the complaint in accordance with law.
 10. The CGC may uphold the School Director's decision without further reviewing the complaint in closed session.
 11. All parties to a complaint may be asked to attend a CGC meeting in order to clarify the issues in the complaint and present any necessary or relevant evidence regarding the complaint.
 12. The decision of the CGC shall be final.