



Kua O Ka Lā

A New Century Public Charter School

Complaint Procedure

Date Originally Adopted: 12/18/2013

Revisions: 9/11/2019

Related Documents:

Background

Pursuant to Section 8.6 in the Charter Contract, “The School shall establish and adhere to a process for resolving public complaints which shall include an opportunity for complainants to be heard. The final administrative appeal shall be heard by the School's Governing Board, except where the complaint pertains to a possible violation of any law or term under this Contract.”

Complaint Process

The following steps and procedures will be reviewed and followed regarding any complaints. This document can be provided to a complainant to ensure that steps and timelines are followed. They will also be used as the guide for the school and Governing Board to follow.

Procedures.

Step # 1. Informal process. It is our hope that all concerns can be managed at the school level with the respective parties concerned. Multiple meetings may occur and will move on to step #2 if all other avenues of conflict resolution have been exhausted.

Step # 2. If the individuals cannot resolve concerns, then a meeting will occur with HR department head and either Principal or Head of School.

Step #3. In the event that a resolution cannot occur with Step #2, then the complainant has the right to bring the complaint to the Governing Board of Directors. The complaint must be given in writing and addressed to the Governing Board Chairperson and received by the Governing Board Chairperson at least 15 days in advance of the meeting.

Step #4. The complainant may receive a response from the Governing Board in writing or request the presence of the complainant at a Board committee or regular meeting.

The first level of hearing will occur at the respective Board committee meeting. (academic, operational, finance).

Step #5. The complainant will receive a letter that provides;

- 1) Receipt of complaint received
- 2) May receive a response in writing, OR
- 3) Date and time of committee meeting that they can attend and will be put on agenda
- 4) Provide a copy of the official school complaints process

Step #6. Complainant will meet with the Board Committee. The Committee will take all information, ask appropriate questions and determine whether or not to forward the concern to the entire meeting of the whole. If not, a written response to the complainant will be issued within 15 days that the meeting occurred.

Step # 7. Complainant will be informed of the date of the full Governing Board meeting if the concern warrants going to the next level. The Committee will inform the school board secretary to ensure that this item is placed on the agenda to be posted 6 calendar days in advance of the next meeting.

Step #8. Complainant will meet with the General Governing Board meeting and provide any evidence requested by the Board at this time. If a resolution occurs, the Board will ensure that this is logged in the Board minutes.

Step #9. If a resolution is not met at this time, the complainant will be advised of their right to bring their complaint to the Charter Commission. The complainant will be required to follow the Charter Commission procedures for filing complaints at this time.

Recordkeeping. THE HR division of the school shall keep a file for school complaints regardless of nature of the complaint being internal or external.

Resolution. The governing board will provide its findings and proposed actions in writing to the complainant upon completion of any hearing or resolution. The minutes of the Governing Board meeting will be posted on the Commission website.

Dissemination. The schools complaints procedure will be found on the school website as well as handed out to all parents during the student enrollment process.