

Complaint Policy and Procedure

The Board of Directors ("Board") of City of Palms Charter High School, Inc. believes that complaints from parents or other members of the community should be addressed thoroughly and completely. The people involved should treat one another with the highest level of respect and dignity. Complaints are best resolved where the issue originated, typically with the teacher.

Initially, complaints shall be addressed formally or informally with the school teacher. Complaints must be made in a civil/respectful manner in order to be considered by school personnel. Where appropriate, the complaint should be in writing on a form developed by the Principal and should contain a statement of the facts and the specific outcome desired by the parent/guardian or other person making the complaint ("complainant"). The complainant may sign the complaint and should be given a copy. The teacher should work with the complainant to resolve the issue in a timely, professional, and courteous manner. The efforts used to resolve the complaint and the outcome should be noted on the form. Allegations involving illegalities should be reported immediately to the Principal, who will advise the Board, their counsel, and the Board's legal counsel.

Complaints unresolved through a parent/teacher communication or complaints involving teachers or staff members should be in writing as noted in above, and directed to the principal. The principal shall investigate and attempt to resolve the issue in a fair and timely manner. The outcome should be noted on the form and further documented by letter or email as appropriate under the circumstances. If the principal cannot resolve the issue, the complaint (with documented history or preceding steps) is forwarded in written form to the Board.

The Board shall conduct an independent investigation by contacting appropriate persons involved. The outcome of the investigation should be noted on the form and further documented by letter or email as appropriate under the circumstances. If the Board cannot resolve the issue, the complaint (with documented history of preceding steps) shall be forwarded to the Sponsor Representative assigned to the school and the Board's attorney. The Sponsor Representative shall conduct an investigation by contacting all parties involved and report the results to the Board and the Sponsor. The Board shall inform the Complainant, and any other necessary parties about the results of its investigation. The Complainant may address the Board during the Public Comment period at a Board meeting. Where appropriate, it should also be slated as an item for report on the Board's next meeting agenda and handled in accordance with all confidentiality restrictions.

The resolution of any complaint reaching the Board shall be filed as part of the Board's records. Complaints received directly by the Board, the Sponsor or the District shall be handled in accordance with the Board's complaint Policy and Procedure and should go through steps 1 and 2 when possible. Upon receipt of a complaint, the sponsor shall forward it to the principal to address the complaint at the local level first. Upon receipt of a complaint from the sponsor, the principal shall forward a copy of this complaint policy and procedure to the complainant and request that the complainant complete the designated complaint form.

The sponsor shall facilitate the complaint by:

- Directing the complaint to the appropriate school official first;
- Notifying the Board of the complaint;
- Investigating the complaint if warranted or if requested by school officials; and,
- Reporting the resolution of the complaint to the sponsor so that the complaint may be tracked and closed.

Upon closure of a complaint, a letter will be issued by the principal to the complainant declaring:

- Compliance – (findings were unsubstantiated and school has complied); or
- Non-Compliance – (Noting the areas of non-compliance, recommending possible changes/technical assistance and statement that the school will respond to complainant with a corrective action(s) plan letter)

All documentation of the complaint, findings and any corrective action(s) plan will be placed in the appropriately marked complaint file for closure