

The Theresa Hessling Charter School Project
dba San Diego Cooperative Charter Schools
GRIEVANCE POLICY

The Board believes that the quality of the educational program can improve when the school listens to complaints, considers differences of opinion, and resolves disagreements through an established, objective process.

The Board encourages complainants to resolve problems early and informally whenever possible. If a problem remains unresolved concerning a parent and the school, the individual should follow AR1312 - Grievance Procedure.

Individual Board members do not have authority to resolve complaints. If approached directly with a complaint, however, Board members should listen to the complaint and show their concern by referring the complainant to the Principal so that the problem may receive proper consideration.

The Board acknowledges and respects student and employee rights to privacy. Discrimination complaints shall be investigated in a manner that protects the confidentiality of the parties and the facts. This includes keeping the identity of the complainant confidential except to the extent necessary to carry out the investigation or proceedings, as determined by the Principal on a case-by-case basis.

The Board prohibits retaliation in any form for the filing of a complaint, the reporting of instances of discrimination or participation in complaint procedures. Such participation shall not in any way affect the status, grades or work assignments of the complainant.

There are separate procedures that are used to address all complaints which allege that the school has violated federal or state laws, the school's Charter, or school policies and regulations governing educational programs.

Legal Reference: Education Code
35146 Closed sessions

Government Code
950-950.8 Actions against public employees
54957-54957.8 Closed sessions

Code of Regulations, Title 5
3080 Application of section 4600-4671
4600-4671 Uniform complaint procedures