

SAN DIEGO COOPERATIVE CHARTER SCHOOLS
ADMINISTRATIVE REGULATION

Subject: PARENT COMPLAINT PROCEDURE	Directive No. AR1312	Page No.
	Effective Date: 1/15/03 Updated: 4/18/17 Revised for Board Review/Approval: 2/12/19	Page 1 of 2

The purpose of the Parent Complaint Procedure is to allow a parent or guardian a direct avenue for a dispute resolution with any San Diego Cooperative Charter Schools (SDCCS) staff member (board members, principal, teachers, clerical staff, other staff members and volunteers) using the following dispute procedure:

Step One

- a. Contact the staff member in person, by email, or by telephone and attempt to resolve dispute directly.
- b. Once notified, said staff member must respond to parent/guardian in person or by telephone within five (5) working days.

Step Two

- a. If the dispute is unresolved, either party may notify the Principal.
- b. The Principal will then arrange a meeting with all parties concerned within ten (10) working days of notification.
- c. The Principal will facilitate conversation and attempt to resolve the dispute.
- d. Upon resolution of the dispute, the Principal will write a summary report of the dispute and its resolution within seven (7) working days of the meeting, giving a copy to all parties concerned, original copy to be filed in the school office.

Step Three

- a. If the dispute remains unresolved, each party concerned will submit an account on a Dispute Resolution Form (attached to this Procedure) to the Principal outlining the following: a summary of the dispute and a summary of attempt(s) at resolution.
- b. The Principal will then write a summary of his/her attempt(s) at resolving the dispute and submit all documentation to the Board Designee, a staff member or board member who will most commonly be the Executive Director.
- c. The Board Designee will then arrange a meeting with the Principal and all parties concerned within ten (10) working days of the first written dispute form submitted.
- d. The Board Designee and the Principal will review the written accounts, facilitate conversation, and attempt to resolve the dispute.
- e. Upon resolution of the dispute, the Board Designee will write a summary report of the dispute and its resolution within seven (7) working days of the meeting, giving a copy to all parties concerned and filing the original in the school office.

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Step Four

- a. If the dispute remains unresolved, the Board Designee will arrange a Dispute Hearing with the Chair of the Board of Directors. This Dispute Hearing is to be scheduled in a meeting of the Board. This hearing will take place within thirty (30) calendar days of the meeting, in Step Three.
- b. If the dispute is with a member of the Board, it must be held in open session. If the dispute is with someone other than a member of the Board it can be held in closed session.
- c. At least five (5) working days prior to the closed session hearing, the Board Designee and Principal will submit to the Board of Directors and all parties concerned a written summary report of their attempt(s) to resolve the dispute in addition to copies of the original dispute forms.
- d. The Board of Directors will review all documentation and hear from all parties concerned, after which the Board will take final action(s) within five (5) working days to resolve the dispute.
- e. The Board will give written notification of the action(s) taken (permitted by law) to all parties concerned within the same five (5) working days, and file the original in the school office.

If the complainant is unsatisfied with the resolution, he/she may contact CDE and follow the California Department of Education's Uniform Complaint Procedure. This process is outlined on the CDE website at www.cde.ca.gov

Dispute Resolution Form

Please complete answers to the following questions. Submit to the site principal via email or as a hard copy.

Name: _____ Phone: _____ Email: _____
SDCCS Site (where the dispute originated): _____
Child(ren) at School: _____

Defining the Problem

1. What is the nature of your dispute and with whom?

Process

2. Did you contact the individual and talk with him/her? What was the outcome of that conversation?

Working Toward a Resolution

3. In what area(s) do you want the SDCCS community member to compromise?
4. Where can you compromise or collaborate?
5. What is the main sticking point getting in the way of a resolution?
6. What do you think would be a fair resolution? How can you both get the main part of what you are looking for?