

Board Policy #: [INSERT]
Adopted/Ratified: 06/23
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SAN DIEGO COOPERATIVE CHARTER SCHOOL **GENERAL COMPLAINT POLICY**

San Diego Cooperative Charter School (“SDCCS” or the “Charter School”) has adopted this General Complaint Policy to address concerns about the Charter School generally and/or regarding specific Charter School employees. The Charter School 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. [A2]

For complaints regarding unlawful discrimination, harassment, intimidation or bullying, unlawful pupil fees, or other specific perceived violations of state or federal laws, please refer to the Charter School’s Title IX, Harassment, Intimidation, Discrimination, and Bullying Policy and/or the Charter School’s Uniform Complaint Policy and Procedures. This Policy, the General Complaint Form, and accompanying procedures will be appropriate for all other complaints. For any questions regarding applying this Policy or the Charter School’s other policies, please contact the Executive Director at San Diego Cooperative Charter School. This Policy shall be used when a non-employee complainant raises a complaint or concern about Charter School generally or a Charter School employee.

If reasonably feasible, third-party complaints shall be resolved at the lowest possible level, including direct attempts to discuss/resolve concerns with the Charter School employee. Individual Board members do not have the authority to resolve complaints. However, if approached directly with a complaint, 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. However, in the event an informal resolution cannot be achieved or is not appropriate, the following steps will be followed:

1. The complainant begins the process by filing a written complaint using a General Complaint Form (sample below) with the office of the Executive Director as soon as possible after the events that give rise to the complainant's concerns. The written complaint shall set forth in detail the factual basis for the complaint;

2. The Executive Director (or designee) shall use their best efforts to ascertain the facts relating to the complaint. When applicable, the Executive Director (or designee) shall confer with the parties identified in the complaint or persons with knowledge of the particulars of the complaint to ascertain said facts; and

3. In the event that the Executive Director (or designee) finds that a complaint is valid, the Executive Director (or designee) shall take appropriate action to resolve the concern. If the complaint is against an employee of the Charter School, the Executive Director (or designee) may take disciplinary action against the employee. As appropriate, the Executive Director (or designee) may counsel or reprimand employees' conduct without initiating formal disciplinary measures. The Executive Director's (or designee's) decision on the complaint shall be final.

4. Use a General Complaint Form (sample below) and send it to the Chair of the Board, who will then conduct a fact-finding investigation or authorize a third-party investigator on behalf of the Charter School. The Chair or investigator will report the findings to the Board in closed session for review and further action, if necessary.

5. The Executive Director or Chair shall draft a written response to the complainant indicating that the matter has been investigated and sufficiently addressed. If appropriate, the answer may include general details about the manner of the resolution, but at all times, employee and student privacy rights shall be maintained. No response may include any details about adverse action against a student or employee.

General Assurances

1. Confidentiality: The Charter School acknowledges and respects student and employee rights to privacy. All complainants shall be notified that information obtained from the complainants, and thereafter gathered during the investigation, shall be maintained as

confidential as possible, but in some circumstances, absolute confidentiality cannot be guaranteed.

2. Non-Retaliation: The Charter School prohibits retaliation for filing a complaint, reporting instances of discrimination, or participating in complaint procedures. Such participation shall not affect the status, grades or work assignments of the complainant. All complainants shall be advised that complainants shall be protected against retaliation due to the filing of any complaints or participation in any complaint process.

3. Resolution: The Board, Executive Director, or designee will investigate complaints appropriately under the circumstances and if necessary, take appropriate remedial measures to ensure effective resolution of any complaint.



GENERAL COMPLAINT FORM

Name: _____

Date: _____

Date of Alleged Incident

Name of Person(s) this complaint is about (if known and applicable):

List of any witnesses present:

Where did the incident(s) occur?

Please describe the circumstances, events, or conduct that are the basis of your complaint by providing as much factual detail as possible (*e.g.* specific statements; what, if any, physical contact was involved; any verbal statements; what did you do to avoid the situation, *etc.*) (Attach additional pages, if needed):

I authorize the Charter School to disclose the information I have provided as it finds necessary in pursuing its investigation. I certify that the information I have provided in this complaint is true, correct, and complete to the best of my knowledge and belief. Employees providing false information in this regard could result in disciplinary action up to and including termination.

Signature of Complainant

Print Name _____

To be completed by Charter School:

Received by:

Print Name

Date