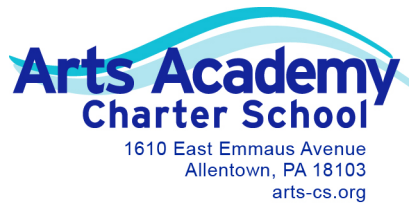


Adoption Date:	10/20/14
Revision Date(s):	



Board Policy 6.2

Public Complaints

Any resident or community group shall have the right to present a request, suggestion or complaint concerning school personnel, the program, or the operations of the Arts Academy Charter School, including during the Public Comment time period at a regularly scheduled Board meeting as indicated on the Board agenda. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide a fair and impartial manner for seeking appropriate remedies and/or forums for public complaints to be heard.

AACS believes that effective conflict resolution begins with open and respectful direct communication. Any misunderstandings between the public and the Arts Academy Charter School shall be resolved by direct discussions of an informal type among the interested parties. It is only when such informal meetings fail to resolve the differences that more formal procedures will be employed.

Any requests, suggestions or complaints reaching Board members shall be referred to the Executive Director for consideration and action. In the event that further action is warranted, based on the initial investigation, such action shall be in accordance with the following procedures.

Matters Regarding a Staff Member

First Level – A matter specifically directed toward a staff member shall be addressed, initially, to the concerned staff member, who shall discuss it with the complainant and make every effort to provide a reasoned explanation or take appropriate action within his/her authority.

As appropriate, the staff member shall report the matter, as well as whatever action may have been taken, to the Principal. In all such cases, the Principal shall notify the Executive Director.

Second Level – If the matter cannot be satisfactorily resolved at the first level, it shall be discussed by the complainant with the Principal. In all such cases, the Principal shall notify the Executive Director.

Adoption Date:	10/20/14
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Third Level – If a satisfactory solution is not achieved by discussion with the Principal, the Principal shall attempt to schedule a conference with the Executive Director. The Principal will furnish to the Executive Director a formal written report which will include:

1. The specific nature of the complaint and a brief statement of the facts giving rise to it.
2. The respect in which it is alleged that the complainant (or child of the complainant) has been affected adversely.
3. The action which the complainant wishes taken and the reasons why it is felt that such action be taken.

Fourth Level – Should the matter still not be resolved by the Executive Director, or if it is beyond the Executive Director’s authority and requires Board action, the Executive Director shall furnish the Board with a complete report.

The Board, after reviewing all material relating to the case, shall provide the complainant with its written decision, grant a hearing before the Board or before a committee of the Board.

The complainant shall be advised, in writing, of the Board’s decision, no more than ten (10) days following the hearing.

Matters Regarding an Administrative Staff Member

In the case of a complaint directed toward an administrative staff member, the general procedure specified in Part A, shall be followed. The complaint shall be discussed, initially, with the person toward whom it is directed and if a satisfactory resolution is not achieved at this level, the matter shall be brought, as required, to higher levels in accordance with the organization chart of the school district, terminating with the Board.

Matters Regarding a Program, Operation or Instructional Materials

A request, suggestion, or complaint, relating to a matter of district or school policy, procedure, program, operation, or instructional materials, should be addressed, initially, to the Principal and then brought, in turn, to higher levels of authority in the same manner as described in the Matters Regarding a Staff Member.

Matters Regarding Pupil Progress and Well-Being

In the case of a complaint directed toward this area, the general procedures specified in Matters Regarding a Staff Member shall be followed.

Adoption Date:	10/20/14
Revision Date(s):	

Matters Regarding the Immediate Safety of a Student or Faculty Member

Matters regarding the immediate safety of a student or faculty member should be brought directly to the immediate attention of both the principal and Executive Director.