

## **GENERAL COMPLAINT POLICY**

Conflict is a part of any development or growth process and may arise in any community. An effective conflict resolution process is therefore an essential component of a healthy community. Accordingly, Community School for Creative Education (“CSCE” or the “Charter School”) has adopted this General Complaint Policy to address concerns about the Charter School generally and/or regarding specific CSCE employees. 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 CSCE’s Title IX, Harassment, Intimidation, Discrimination, and Bullying Policy and/or CSCE’s Uniform Complaint Policy and Procedures. For all other complaints, this Policy, the General Complaint Form, and accompanying procedures will be appropriate. For any questions regarding the application of this Policy or the Charter School’s other policies, please contact the Principal at [candicep@communityschoolforcreativeeducation.org](mailto:candicep@communityschoolforcreativeeducation.org)

This Policy shall be used when a non-employee complainant raises a complaint or concern about the Charter School generally or a Charter School employee.

If reasonably feasible, third-party complaints shall be resolved at the lowest possible level, including attempts to discuss/resolve concerns with the Charter School employee directly. For instance, if you have a question regarding school policy, you would speak directly to the Principal. If you have a question or concern regarding daily operation of the school, you would contact an office staff person; if you have a question or concern regarding the classroom, you would speak directly with the teacher of the class; if you have a question or concern regarding any member of the community, you would address that person directly. However, in the event an informal resolution cannot be achieved or is not appropriate, the following steps will be followed:

### **RESOLUTION PROCEDURES:**

1. The complainant begins the process by filing a written complaint using a General Complaint Form (sample below) with the Principal 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 Principal (or designee) shall use their best efforts to ascertain the facts relating to the complaint. When applicable, the Principal (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 Principal (or designee) finds that a complaint is valid, the Principal (or designee) shall take appropriate action to resolve the concern. The process shall consist of a meeting between the parties involved with the Principal or at least one of the two in attendance. The Principal shall attempt to identify a resolution that is acceptable to both parties.
4. In the event 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 as to their conduct without initiating formal disciplinary measures. The Executive Director's (or designee's) decision relating to the complaint shall be final.

5. If the complaint is about the Executive Director, the complainant may file their complaint by using a General Complaint Form (sample below) and sending 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.
6. 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 response 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 taken against a student or employee.

If the complainant is dissatisfied with the resolution, the Principal shall inform the complainant of the formal complaint procedure. This process should be completed within a reasonable period of time, targeting five (5) school days.

#### **GENERAL ASSURANCES**

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1. **CONFIDENTIALITY**: It is fundamental to this Policy that the individuals involved maintain and honor strict confidentiality regarding all aspects of the complaint and procedure. All complainants shall be notified that information obtained from the complainants, and thereafter gathered during the investigation, shall be maintained in a manner as confidential as possible, but in some circumstances absolute confidentiality cannot be guaranteed.
2. **NON-RETALIATION**: All complainants shall be advised that complainants shall be protected against retaliation as a result of 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 complain

**GENERAL COMPLAINT FORM**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Date of Alleged Incident(s):

\_\_\_\_\_

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

\_\_\_\_\_

List any witnesses that were 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 hereby authorize the Charter School to disclose the information I have provided as it finds necessary in pursuing its investigation. I hereby certify that the information I have provided in this complaint is true and 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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

To be completed by the Charter School:  
Received by:

\_\_\_\_\_

\_\_\_\_\_

Print Name

Date

Adopted/Ratified: September 24, 2020  
Revision Date: