

Board Approved June 27, 2011

POLICY FOR PUBLIC AND SCHOOL COMMUNICATIONS AND COMPLAINT RESOLUTION

Any person or group having a legitimate interest in our school is to be guided by the following procedures in presenting a complaint, concern, request, suggestion, or grievance:

The complainant bringing a complaint before the school CEO or his/her designee will clarify whether s/he is requesting that the complaint be classified as informal or formal. For purpose of this policy informal complaints will imply important but casual sharing of information that is taken under advisement. Such matters may or may not be shared with personnel. Formal complaints will imply the initiation of a process of action toward formal investigation of a serious concern and resolution of concerns. This will require the completion of an Incident Report. Any person being complained about must be so advised. While the complainant is expected to clarify her/his intention about the nature of the complaint, the responsibility to decide whether the nature of the complaint warrants informal or formal response lies with the CEO or his/her designee. If the complainant is not satisfied with the handling of the matter by the CEO or his/her designee, the complainant has further recourse as outlined below.

Complaint Procedures:

1. Persons with complaints or concerns are strongly encouraged to discuss and attempt to resolve the situation directly with the employee who handles this matter, if applicable.
2. Unsettled matters from (1) above or concerns involving the school must be directed to the school's CEO or his/her designee.
3. Persons with complaints or concerns about administrators are encouraged, but not required, to attempt to resolve the concern directly with the administrator.
4. Unsettled matters from (2) or (3) above should be directed to the Board's designated consultant/supervisor, who will hear and investigate the situation and provide a decision on how the situation will be handled.
5. Decisions of the school personnel (from above) may be appealed to the Board of Trustees in writing. Such letters of appeal should be addressed to the:
President of Centre Learning Community Board of Trustees, 2643 W. College Ave,
State College, PA 16801

Letters should include:

- a) the facts of the situation as the complainant sees it,
- b) the reason for appealing the CEO or his/her designee's decision, and,
- c) whether or not a formal audience with the Board is requested.

It would be helpful to the Board if the letter also stated
d) any desired outcome or resolution sought, if known.

A copy of this letter will be forwarded to any employee involved and will be given to the entire Board.

The Board will consider requests to hear an appeal. To be scheduled, requests should be received at least one week in advance of a scheduled meeting. If the request is approved, the person or group will be invited to appear before the Board (in non-public session if the matter may likely affect the reputation of an individual). Any employee against whom a complaint is made has the right to appear, to have an attorney present, and/or to request that the meeting be public as per Pennsylvania Sunshine Laws.

All Board decisions regarding the appeal will be communicated in writing to the complainant and to the individual(s) against whom the complaint was made, if applicable.

- 6. Complaints that are communicated at an inappropriate level should be redirected to the appropriate level prior to any corrective action being taken.
- 7. During the appeal process, the Board may request a disinterested third party review a specific situation and provide feedback to the Board.
- 8. Complaints about individual members of the Board of Trustees, or about the Board as a whole, shall be submitted in writing and will be brought to the attention of the entire Board.

Adopted from Smart Start Guide Charter School Board Governance, First Edition 2003. Susan Hollins.

http://www.charterresource.org/resource_results.cfm?category=10

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