

Learning for Life Charter School

10.2. Complaint Procedure for Parents, Students, Employees and Residents Regarding School or District Policy, Procedure, or Practice or District Employees

This form and process is available for any parent, student, employee or resident who wishes to initiate a complaint against any Learning for Life Charter School policy, practice, or procedure, any school site practice or procedure, or a LFLCS employee. The complainant shall attempt to resolve the complaint at Step 1. If not applicable or possible, the complainant may go to the next appropriate step, the employee's immediate supervisor or principal. Complaints regarding district policies, practices or procedures begin at Step 4. (Please see the reverse for all steps.)

Please write the nature of the complaint. (This should be a description in your own words of the grounds of your complaint, including all names, dates and places necessary for a complete understanding of your complaint).

This complaint pertains to:

A School Policy, Practice or Procedure (file at Step4)

Please specify the Policy, Practice or Procedure: _

A site practice or procedure _

Please specify the Site Practice or Procedure: _

A School employee _

Employee Name: _

Please write the nature of the complaint. (This should be a description in your own words of the grounds of your complaint, including all names, dates, and places necessary for a complete understanding of your complaint as well as any attempts you have made to resolve. You may attach additional pages).

Complainant's Name

Complainant's Phone Number (including area code)

Complainants Address, City and Zip Code

I certify that the information I have given is true and correct.

Complainant's Signature

Date Signed

Step 1: Informal Resolution

Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, you should communicate directly with the employee involved in order to resolve concerns.

If you are unable or unwilling to resolve the complaint directly with the employee, you may file a written complaint directly to the principal or immediate supervisor (**Step 2**).

Step 2: Filing a Written Formal Complaint

If the complaint was not resolved informally (**Step 1**), you have the right to submit a formal written complaint to the Executive Director. If this complaint is against the Executive Director, it should be filed with the Board of Directors, 330-F Reservation Rd, Marina, CA 93933. A formal written complaint must include: the name of the employee, policy, procedure or practice involved, a brief but specific summary of the complaint and a description of any prior attempt to resolve the complaint informally (See Page 1 of the complaint form).

Step 3: Executive Director's Hearing

The Executive Director shall confer with the parties within five (5) working days of the receipt of the appeal. The Executive Director shall respond to the parties in writing within ten (10) working days of the conference.

If the Executive Director does not resolve the complaint, any party may appeal the Executive Director's decision to the Board of Directors. The request must be made in writing and submitted to both the Board of Directors and Executive Director within twenty (20) working days of the Executive Director's response.

Step 4: Requesting a Board Hearing

The Board may elect to hold a hearing and render a finding or support the finding made at **Step 5** without holding a hearing. The decision of the Board is final and will be communicated to the complainant by the Executive Director.