

LIVE OAK CHARTER SCHOOL GENERAL COMPLAINT POLICY

Live Oak Charter School ("Charter School") has adopted this General Complaint Policy to address concerns about the Charter School generally or regarding specific employees. For complaints regarding harassment or perceived violations of state or federal laws, please refer to the Charter School's Policy Against Unlawful Harassment and/or the Charter School's Uniform Complaint Procedures. For all other complaints, the General Complaint form and accompanying procedures will be appropriate.

INTERNAL COMPLAINTS

(Complaints by Employees against Employees)

This section of the policy is for use when a Charter School employee raises a complaint or concern about a co-worker.

If reasonable, internal complaints should be resolved at the lowest possible level, including attempts to discuss and resolve concerns with the immediate supervisor. However, in the event an informal resolution cannot be achieved or is not appropriate, the following steps will be undertaken by the Executive Director or designee:

1. The complainant will bring the matter to the attention of the Executive Director as soon as possible after attempts to resolve the complaint with the immediate supervisor have failed or if not appropriate; and
2. The complainant will articulate his or her complaint in writing using the General Complaint form below, indicating all known and relevant facts. The Executive Director or designee will then investigate the facts and provide a solution or explanation;
3. If the complaint is about the Executive Director, the complainant may file his or her complaint with the President of the Board of Directors of the Charter School, who will then confer with the Board, which may designate a Director to conduct an investigation or designate a third party investigator on behalf of the Board. The designated Director or third party designee will report findings to the Board for review and action, if necessary.

This policy cannot guarantee that every problem will be resolved to the employee's satisfaction. The Charter School, however, values each employee's ability to express concerns and the need for resolution without fear of adverse consequence to employment.

POLICY FOR COMPLAINTS GENERALLY

(General Complaints and Complaints by Third Parties against Employees)

This section of the policy is for use when either a complaint does not fall under other complaint procedures or a third party (non-employee) raises a complaint or concern about the Charter School generally, or a Charter School employee.

If complaints cannot be resolved informally, complainants may file a written complaint using the General Complaint Form below with the office of the Executive Director as soon as possible after the event(s) giving rise to the complainant's concerns. The written complaint should set forth in detail the factual basis for the complaint. The Executive Director may assign a designee to investigate the complaint, and shall designate the Board of Directors to investigate, consistent

with Section 3 above, if the complaint concerns the Executive Director.

In processing the complaint, the Executive Director (or designee) shall abide by the following process:

1. The Executive Director or designee shall use his or her best efforts to ascertain the facts relating to the complaint. Where applicable, the Executive Director or designee shall talk with the parties identified in the complaint or persons with knowledge of the particulars of the complaint to ascertain said facts.
2. In the event that the Executive Director (or designee) finds that a complaint is valid, the Executive Director (or designee) may take appropriate action to address the problem. Where the complaint is against an employee of the Charter School, the Executive Director may take disciplinary action against the employee. As appropriate, the Executive Director (or designee) may also simply counsel/reprimand employees as to their conduct without initiating formal disciplinary measures.
3. The Executive Director's (or designee's) decision relating to the complaint shall be final unless it is appealed to the Board of Directors of the Charter School. The decision of the Board of Directors shall be final. Depending on the nature of the complaint, and in compliance with the Brown Act, the Board's consideration of the matter may be held in open or closed session and the process of consideration may or may not be open to the public.

GENERAL REQUIREMENTS

1. **Confidentiality**: Complainant is hereby notified that information obtained from the complainants and thereafter gathered will be maintained in a manner as confidential as possible, while understanding that it may be necessary to disclose information provided in the course of investigation. Further, some documents may be part of the public record and therefore confidentiality cannot be assured.
2. **Non-Retaliation**: Complainant is hereby advised that they will be protected against retaliation as a result of the filing of any complaints or participation in any complaint process.
3. **Resolution**: The Board (if a complaint is about the Executive Director) or the Executive Director or designee will investigate complaints in a timely manner appropriate to the circumstances and pursuant to the applicable procedures, and if necessary, take appropriate remedial measures to ensure effective resolution of any complaint.

GENERAL COMPLAINT FORM

Last Name: _____ First Name (MI): _____

Student Name (if applicable): _____ Grade: _____ Date of Birth: _____

Street Address! Apt.#: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____

COMPLAINT PARAMETERS

School/Office of Alleged Violation: _____

Date(s) of alleged incident(s), (if applicable): _____

Name of person(s) you have a complaint against, (if applicable): _____

List any witnesses who were present, if applicable: _____

Describe where the incident occurred, if applicable: _____

Please describe the circumstances, events, or conduct that are the basis of your complaint by providing as much factual detail as possible (i.e. specific statements; what, if any, physical contact was involved; any verbal statements; what did you do to avoid the situation, etc.) Please attach supporting documentation, if any.

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.

Signature of Complainant _____ Date: _____

Print Name _____

To be completed by Charter School:

Received by: _____ Date: _____