

I. BOARD GOVERNANCE

POLICY I.10

PUBLIC COMPLAINTS OR CONCERNS

The administration and governing board of Ka'ōhāo Public Charter School shall respond to all reasonable complaints or concerns expressed by members of the general public. The following procedures shall be followed in receiving and processing such complaints or concerns.

Procedures

1. Complaints/concerns may be either written or oral. Complaints/concerns will initially be referred to the school director. The director may require that oral complaints/concerns be stated in writing in order to facilitate investigation and resolution.
2. The director shall inform the complainant in writing within two working days that the complaint/concern has been received and will be investigated.
3. The investigation shall be initiated within ten working days of the receipt of the complaint/concern.
4. The director shall propose a resolution to the complaint/concern that is agreeable to all parties. The director shall inform the complainant of the resolution in writing within two working days of the effective date of the resolution.
5. When appropriate, the director shall inform the governing board of all complaints/concerns and their resolutions in his regular reports to the board. All other complaints shall be discussed with the board in closed session.
6. If the complaint/concern cannot be resolved at the school director's level, the director shall inform the complainant in writing of his/her right to submit the complaint/concern to the governing board. The complaint/concern to the board shall be written.
7. The governing board shall consider the complaint/concern in closed session at the first board meeting following the date the complaint/concern is received. The complainant shall be invited to present the issue to the board in the above closed session.
8. The governing board shall make a final resolution regarding the complaint/concern. Such resolutions shall be included in the minutes of the board.
9. The final resolution shall be promulgated in writing to all persons for whom it may represent new information, a change in practice, or who would be impacted by the resolution. This shall occur at either step 4 or step 8 above.

Approved October 30, 2013