



Pathways to College K-8

General Complaints Policy and Dispute Resolution Procedure

OVERVIEW

The Board of Directors accepts responsibility for providing a means by which the public can make complaints to school administration regarding employees. The Board desires that complaints be resolved expeditiously without disrupting the educational process.

The Administration shall follow this Policy and Dispute Resolution Procedure approved by the Board of Directors, which permits the public to submit complaints against school employees in an appropriate way.

The Board of Directors prohibits retaliation against complainants. The Administration at his/her discretion may keep a complainant's identity confidential, except to the extent necessary to investigate the complaint. The school will not investigate anonymous complaints unless it so desires.

PROCEDURE

The following guidelines shall prescribe the manner in which complaints are handled:

- A. Any complaint shall be put in writing and addressed to the Executive Director/Principal. A written complaint shall include:
 1. The full name of each person involved;
 2. A brief but specific summary of the complaint and the facts surrounding it;
 3. A specific description of any prior attempt to discuss the complaint with the person and the failure to resolve the matter
- B. The Executive Director/Principal shall investigate the complaint as necessary. Written notice shall be provided to the Complainant within a reasonable time, but no more than 30-days.
- C. If no resolution can be agreed upon between the Executive Director/Principal and the Complainant, the complainant may submit the complaint to the Board of Directors. The Board of Directors will determine if it will further consider the matter.
- D. If the Board of Directors determines it will further consider the matter, it may seek additional investigation by an Administrator or third party, as it deems necessary.
- E. If the Complainant is not satisfied with the resolution, he/she may address the Board of Directors during public comment at any meeting.

Nothing in this procedure shall require or allow the Board of Directors, nor any other employee of PTC to release confidential pupil or employee information to the Complainant or in any other unlawful manner unless required by law.