



General Complaint Policy

The following procedure outlines the steps to be used by a student, parent, guardian or community member who has a suggestion, question or concern about an Ednovate school, policy or team member. Ednovate encourages families and staff to resolve issues collaboratively and respectfully. Teamwork, respect, and prompt resolution of issues are very important to Ednovate.

Resolution of questions and concerns should always start with the person or school in question. If the concern is unresolved, it is essential that the school leader be included in the resolution process.

Step 1: Contact the teacher or team member involved. Try to discuss over the phone or have a face-to face conference at a time that is mutually agreeable. Remember that such meetings should not interfere with the teacher's instructional time nor disrupt student learning or work at the school.

Step 2: If the concern is not resolved in Step 1, contact the school principal. Be prepared to give details about the concern and steps that have been taken to resolve the issue. The school principal, along with all involved staff members, and the individual raising the suggestion or concern shall attempt to resolve the issue informally.

Step 3: If the concern is not resolved informally, the school principal will set up a formal meeting to discuss the issue with the involved parties within 30 days of receiving a written request to meet. The school principal shall consider all the facts and arrive at a resolution.

Step 4: If the individual raising the concern is dissatisfied with the school principal's decision, he/she may contact the Chief Executive Officer of Ednovate or designee in writing. He/she will need to give details about the concern and steps that have been taken to resolve the concern. The Chief Executive Officer or designee will set up a meeting to discuss the issue with the school principal and the concerned party within 30 days of receiving the formal complaint. The Chief Executive Officer or designee, shall consider all the facts and arrive at a resolution of the complaint. The Chief Executive Officer or designee shall not get involved until steps one through three have been completed.

Step 5: If the individual is dissatisfied with the Chief Executive Officer or designee decision, the individual may petition the Ednovate Board of Directors in writing, using the form attached. The Board will not get involved until steps 1 through 4 have been attempted. If the Board receives a complaint prior to the completion of Steps 1-4, it will inform the Chief Executive Officer or designee and provide him/her with the relevant information.

Similarly, an item could be brought to a Board meeting. Ednovate welcomes the participation of parents and citizens at Board meetings. Time set aside for public comment is a set part of the agenda and allows for members of the audience to speak. Presentations made during Public Comment are limited to three minutes. Due to The Brown Act, the Board is prohibited from responding to or taking action on comments made by the public during Public Comment.

If a parent, guardian or community member should bring an item to the Board in written form or via Public Comment, the Board Chair will determine if the item should be

- (1) discussed at an upcoming Board meeting,
- (2) discussed by an ad hoc committee, or
- (3) followed up by Chief Executive Officer with the school principal or another school support team member.

If the item is to be discussed at the next Board meeting it will be placed on the agenda and appropriately noticed.

An Ednovate team member will be appointed to follow-up with the individual(s) regarding his or her complaint after it is discussed with the broader Board (or ad hoc committee of the Board). Follow-up is generally by phone and within 48 hours after a decision is made by the Board (or Board ad hoc committee). If the item is to be addressed by the Chief Executive Officer or school principal, an Ednovate team member will follow up within 48 hours after a decision is made. The Ednovate team member will also follow up with the Board.

Step 6: If the decision is made by an ad hoc committee rather than the full board, and the complainant is dissatisfied with the committee's decision, the complainant may petition the Board in writing within 30 days of the committee's written resolution described in Step 5. The Board will review the complaint and evaluate whether the school team member appropriately implemented the school's policies as written in its charter and student handbook. The Board will send written confirmation of the resolution to the complainant prior to the next Board meeting. The Board's decision will be final.