

Kapolei Charter School
Complaint Procedure
Policy No. 103

PURPOSE:

The purpose of this Policy is to outline the process for resolving public or external complaints regarding Kapolei Charter School. This procedure is established to ensure complaints and concerns are addressed in a fair, transparent and timely manner.

POLICY:

1.0 Procedure for Submitting Complaints. Complaints must be filed within 30 calendar days of the alleged incident. An acknowledgement of receipt of the complaint will be provided within 7 business days.

1.1 While the School Director is the primary contact to resolve all complaints, and complaints may be submitted at any time to the School Director in writing, via email, they must be followed up with hard copy communication addressed to the school office all complaints will follow the procedure below.

1.2 Complaints Regarding School Personnel: All complaints regarding School personnel will be managed consistent with union contract guidelines, requirements, and confidentiality rights.

1.3 Complaint Information: The following information should be provided when submitting a complaint:

- Complainant Contact Information (full name; phone number; email and mailing address)
- Date of alleged incident or concern
- Description of complaint
- Brief summary of how the complainant wishes to see the matter resolved
- Statement of how the Complainant has tried to resolve the complaint at an informal level, and what were the results.
- Whether union or legal representation has been retained

2.0 Complaint Resolution Process:

2.1 The School Operations Manager will respond to the formal complaint in writing, within 15 business days of receipt.

2.2 If the Complainant is not satisfied with the response, they may appeal the response and request a meeting in writing with the School Director to continue to attempt to resolve the matter to the satisfaction of both parties.

2.3 If the complaint still cannot be resolved, the complainant may request a review of the matter with the School's Governing Board. The request must be received in writing

within 10 business days, must be in writing and include all previous responses received by the complainant. The Governing Board will consider the complaint and respond in writing which will be provided with a written response within fifteen (15) business days. The decision of the Board is final.