

Kapolei Charter School by Goodwill Hawaii
Complaints Procedures
Policy No. 103
(AG Approved 6/13/17)

PURPOSE:

The purpose of this Policy is to outline the process for resolving complaints about Kapolei Charter School employees and/or the operation of the school. This procedure will be applied for both public complaints and internal complaints. 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; or the initial date the concern arose; or the initial date the complainant first obtained knowledge of the facts of the alleged incident.

An acknowledgement of receipt of the complaint will be provided within 7 business days.

1.1 Complaints of a General Nature: These may be submitted at any time to the School Director in writing, via communication addressed to the school office.

1.2 Complaints Regarding School Personnel (not the School Director): These may be submitted at any time to the School Director in writing, via communication addressed to the school office.

- School personnel complaints will be managed consistent with union contract guidelines, requirements, and confidentiality rights.

1.3 Complaints Regarding the School Director: These need to be communicated directly to the Chair of the Kapolei Charter School Governing Board in writing, via communication addressed to the school office.

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

- Complainant Contact Information (full name; phone number; mailing address)
- Date of alleged incident or concern
- Description of complaint
- Brief summary of any actions taken and outcomes
- Whether union or legal representation has been retained

2.0 Due Process.

2.1 All attempts will be made by the School Director to resolve the complaint to the satisfaction of both the complainant and the School Director.

2.2 If the complaint cannot be resolved, the complainant will have the opportunity to be heard by the School Governing Board*.

**Except where the complaint pertains to a possible violation of any law or term under the Charter School Contract.*

- The complainant will be notified by the school and given 10 business days to submit the complaint to the School Governing Board in writing.
- The Governing Board will consider the complaint in closed session during the first Board meeting following receipt of the complaint. The complainant will be invited to present the issue to the Board during the closed session.

2.3 The Governing Board Chair will conduct the hearing. Upon completion of the hearing, the Governing Board Chair will render a decision; this will be reflected in the meeting minutes and communicated in writing to all involved parties within seven (7) business days after the hearing. The decision of the Board is final.