

## Title: Complaint Policy and Procedure for Community and School Relations

### Control Information

<b>Control Item</b>	
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### Revision History

Revision n	Date	Revision Description	Originator
A	1 2 / 0 3 / 0 9	Initial Release	Anita Grunder

B	8/14/2014	Number and format revision	Melissa Harris
C	10/13/2016	Removed requirement for complaints about the ED to pass through the ED. Removed board liaison references.	James Anderson

## 1. Objective

The objective of this policy is to:

- 1.1. Provide a framework for the constructive resolution of complaints against the ICP Board and/or Muddy Creek Charter School
- 1.2. Describe the procedure for resolving complaints and describe special considerations.
- 1.3. Provide the following:
  - Definitions of Community Member
  - Procedure for Resolving a Complaint
  - Special Considerations

## 2. Philosophy of Complaint Resolution

The Board believes that complaints are most effectively resolved when they are handled as close to their origin as possible.

## 3. The Procedure for Resolving a Complaint

This section contains the procedure for resolving complaints and describes special considerations.

### 3.1. Definitions

1. A Community Member is any person who has a relationship with Muddy Creek Charter School, including parents, staff, project partners, neighbors, and volunteers.

### 3.2 The Procedure

Although no community member will be denied the right to petition the Board for redress of a grievance, complaints should go through the following channels for resolution before involvement of the ICP Board. Exceptions are complaints that concern Board actions or Board operations.

#### **Step One: Initiating a Complaint**

Any member of the public who wishes to express a complaint should first verbally discuss the matter with the school employee responsible. It is the intent of the School to solve problems and address all complaints as close as possible to their origin. School personnel will make themselves available to respond directly to such a complaint.

#### **Step Two: The Executive Director**

If the problem remains unresolved the concerned part(ies) should work with the Executive Director. The Executive Director shall record the complaint, investigate, and confer with all parties equally to attempt a resolution.

If the discussion with the Executive Director is unable to resolve the complaint satisfactorily, the complainant may file a signed, written complaint with the board clearly stating the nature of the complaint, a suggested remedy, and a request that the complaint be heard by the Board, which initiates Step Three. If a written complaint is filed, the Executive Director will prepare a written report for the board of his/her previous findings

and conclusion.

If the complaint concerns the Executive Director, the complainant will first attempt resolution via Step One (above). In the event that the problem remains unsolved, the complainant may file a written complaint with the board (see 3.3.2 below). The Board will investigate any complaint about the Executive Director.

### **Step Three: The Board**

The board promptly notifies the executive director a complaint has been received. The Executive Director will promptly prepare a written report for the board of his/her previous findings and conclusion, ideally within two days. The Board should confer with the complainant to ascertain the most appropriate form of hearing from among the following options:

- A. Designate a board member(s) to mediate the conflict.
- B. To arrange a hearing by the entire Board, in open or closed session, as appropriate.

Whichever option, the Board or Board representatives will investigate the complaint, the findings and conclusion of the Executive Director, interview all parties involved, and gather other evidence as deemed appropriate. Generally all parties involved, including the Executive Director, will be asked to attend a meeting for the purpose of presenting additional facts, making further explanations, and/or clarifying the issues. A written resolution of the hearing will be issued by the Board within 2 business days from the hearing.

If the complaint is about a board member that member will recuse themselves from all activities involving the complaint until the complaint is resolved.

## **3.3 Special Considerations**

3.3.1 The Board will not hear complaints against employees in a session open to the public unless an employee requests an open session.

3.3.3. In the case of a complaint about a Board Member, the community member will first try to resolve the matter with the Board Member (see Step 1). If unresolved the complainant may submit a written complaint to any board member, but preferably the board president. Who will then determine next steps (see Step 3).

3.3.4 If the complaint alleges violation of the Standards for Oregon Public Schools, the Board shall, at the conclusion of the complaint review process, provide the complainant with written notice of the process for directing an

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appeal to the State Superintendent of Public Instruction. Such an appeal can only be filed after the school complaint procedures have been exhausted or after 45 days of filing the written complaint with the Executive Director, whichever occurs first.