

Universal Complaints

Tehama eLearning Academy(or "Charter School") policy is to comply with applicable federal and state laws and regulations. The Charter School is the local agency primarily responsible for compliance with federal and state laws and regulations governing educational programs. Pursuant to this policy, persons responsible for conducting investigations shall be knowledgeable about the laws and programs which they are assigned to investigate. This complaint procedure is adopted to provide a uniform system of processing for complaints.

Notification

In instances where there is a complaint that students or staff have against one another, they are encouraged to first address the issue with the person directly using conflict resolution skills without the intervention of a school employee. If, however, the individual does not feel comfortable with this approach or the complaint involves sexual harassment or discrimination, the individual may notify a teacher or other school staff member. The teacher or staff member will notify the Principal of the complaint if it cannot be resolved immediately at that level

Individuals who have complaints against school personnel or programs may notify a teacher or the Principal. If a teacher, or any other staff member, is notified of a complaint against school personnel or programs, the teacher shall notify the Principal.

If the complaint cannot be resolved between two parties, the individual may file a written complaint.

Written Complaint

Any individual, public agency or organization may file a written complaint of alleged noncompliance by the Charter School. The written complaint will be investigated by the Principal or authorized designee (Administrator). The Administrator will attempt to informally resolve the grievance when he/she feels that such informal resolution of the grievance is appropriate and in the best interest of the school and its community within five (5) working days from the time of filing.

The Principal or other administrator may schedule a meeting of all parties in needed. The expressed purpose shall be to bring about a resolution to the concern or complaint in a timely, collaborative manner. If the concern or complaint is not resolved, the concerned party, or the administrator may request that the concern be placed on the next Governing Committee agenda.

Matters of personnel performance or behavior shall be shared in closed session of the Governing Committee with all parties present. Matters of school policy or procedures, or clarification of an issue will be discussed in open Board session per the agenda.

Confidentiality

Complainants will be notified that information obtained from the pupil and thereafter gathered will be maintained in a manner as confidential as possible, but in some circumstances absolute confidentiality cannot be assured.

Non-Retaliation

Complainants will be advised that they will be protected against retaliation as a result of the filing of any complaints or participation in any complaint process.

Resolution

The administration will investigate student complaints appropriately under the circumstances and pursuant to the applicable procedures, and if necessary, take appropriate remedial measures to ensure effective resolution of any complaint.

Complaint form attached

Adopted: 03/09/2017

Amended:



715 Jackson Street, Suite B. Red Bluff, CA 96080
Phone (530) 527-0188 Fax (530) 527-0273

COMPLAINT FORM

Name _____ Today's Date _____

Please write a brief description of the incident or complaint _____

Location of Incident _____

Date of Incident ___ / ___ / ___ Time of Incident ___ : ___ am/pm

Other People Involved _____

What process have you tried to use (if any) before you filled out this complaint form?

Has this incident been reported to anyone else? **YES** **NO** **If yes, please explain.**

(circle one)

Signature _____ Date _____

Steps to resolution:

- Principal investigates facts, interviews parties, implements appropriate resolution and notifies complaining party within 5 working days if possible. If more time is needed, party is notified of expected time.
- If concern is not resolved to the satisfaction of the complaining party, they can request the matter be placed on the agenda of the Governance Committee to address at the next scheduled meeting. This committee meets every other month and the meeting schedule is posted online.

Please return form to TeLA Principal