



DISPUTE RESOLUTION PROCEDURE

INTERNAL COMPLAING POLICY AND DISPUTE RESOLUTION PROCEDURE



JANUARY 11, 2021
ENCORE EDUCATION CORPORATION
16955 Lemon Street, Hesperia, CA 92345



DISPUTE RESOLUTION POLICY

Preface

Encore Junior and Senior High School for the Performing and Visual Arts (“Encore” or the “Charter School”) has adopted this policy to address internal complaints by Charter School staff, parents/guardians, students and volunteers, in order to resolve disputes within the Charter School.

Page | 1

Suggestions for improving the Charter School are always welcome. Your good-faith complaints, questions, and suggestions also are of concern to Encore. These procedures, which we believe are important for both you and the Charter School, cannot guarantee that every problem will be resolved to your satisfaction. However, the Charter School values your observations, and you should feel free to raise issues of concern, in good faith, without the fear of retaliation.



DISPUTE RESOLUTION POLICY

Contents

Preface	1
Internal Complaint Policy and Dispute Resolution Procedure.....	3
COMPLAINT FORM.....	5

DISPUTE RESOLUTION POLICY

Internal Complaint Policy and Dispute Resolution Procedure

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Page | 3

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- A. Any complaint shall be put in writing using the “Complaint Form” and addressed to the Encore Chief Executive Officer (“CEO”) or designee. A written complaint shall include:
 - 1. The full name of each person involved
 - 2. A brief but specific summary of the complaint and the facts surrounding it
 - 3. A specific description of any prior attempt to discuss the complaint with the person and the failure to resolve the matter
- B. The CEO or designee shall investigate the complaint as necessary and shall promptly mail a written notice to the Complainant of the date, time, and place of a meeting between the Complainant and the CEO or designee, which shall occur no later than ten (10) school days following the receipt of complaint.
- C. If no resolution can be agreed upon between the CEO or designee and the Complainant, the CEO or designee shall submit the complaint to the Board of Directors, which shall submit it to the Dispute Resolution Committee, a sub-set of the Board of less than a quorum (at least 3) of existing members appointed by the Board of Directors as needed.
- D. The Dispute Resolution Committee may seek additional investigation by the CEO or designee as it deems necessary. This committee will be advisory only and will bring a recommendation to the full Board or Executive Committee for consideration.
- E. The Board shall address the recommendations of the Dispute Resolution Committee at the next Regular Board meeting following the availability of those recommendations from the Committee.



DISPUTE RESOLUTION POLICY

- F. The Board of Directors will make the final determination regarding the dispute and shall notify the Complainant of the Board's determination within ten school days of the determination.

Nothing in this procedure shall require or allow the Board of Directors, nor any other employee of the Charter School to release confidential pupil or employee information to the Complainant or in any other unlawful manner unless required by law.

DISPUTE RESOLUTION POLICY

COMPLAINT FORM

Your Name: _____ Date: _____

Date of Alleged Incident(s): _____

Name of Person(s) you have a complaint against: _____

List any witnesses that were present: _____

Where did the incident(s) occur? _____

Please describe the events or conduct that are the basis of your complaint by providing as much factual detail as possible (i.e. specific statements; what, if any, physical contact was involved; any verbal statements; what did you do to avoid the situation, etc.) (Attach additional pages, if needed):

I hereby authorize the Charter School to disclose the information I have provided as it finds necessary in pursuing its investigation. I hereby certify that the information I have provided in this complaint is true and correct and complete to the best of my knowledge and belief. I further understand providing false information in this regard could result in disciplinary action up to and including termination.

_____ Date: _____

Signature of Complainant

Print Name

To be completed by the Charter School:

Received by: _____ Date: _____