



## COMPLAINT PROCESS

**Encore Education Corporation strives to make sure that all stakeholders are properly served. Part of this promise of service is adopting a Universal Complaint Process.**

- **START HERE** – Whenever there is an incident, concern, or complaint (whether you are a teacher, student, staff member, or other stakeholder) an incident report or a formal letter must be filed in the front office of the campus where the report is being made. All filings should start at the school level.
- For discipline and safety issues, the complaint should be filed with our Student Services Manager, Mr. Joe Thibodeaux
  - He can be reached through front reception, 760-956-2632, email [jthibodeaux@officerteam.com](mailto:jthibodeaux@officerteam.com) or by mail 16955 Lemon Street #G, Hesperia, CA 92345.
- For academic and teaching staff issues, the complaint should be filed with our Dean of Academics, Mrs. Julia Dolf.
  - She can be reached through the front desk receptionist 760-956-2632, email [jdolf@encorehighschool.com](mailto:jdolf@encorehighschool.com) or by mail 16955 Lemon Street, Hesperia CA 92345
- Anonymous complaints can be filed by placing an incident report in a sealed envelope and giving it to any staff member or dropping the sealed envelope into a staff box (A and F buildings) addressed to the person that should open the envelope. They can also be mailed to the General Executive Manager, 16955 Lemon Street, Hesperia, CA 92345
- Title IX Discrimination Complaint Form (Including gender equity / sexual harassment / sexual violence). The Title IX Discrimination Complaint form is available in the front office or online. Once completed, this form should be given to Encore's Title IX coordinator, Ms. Ashlin Barkdull, [abarkdull@encorehighschool.com](mailto:abarkdull@encorehighschool.com), 16955 Lemon Street, Hesperia, CA 92345

**SITE INVESTIGATION – Once a complaint is filed, it needs to be investigated.**

- Time Required – Investigations take time so it is important to be patient. Anyone reporting an incident should allow no less than seventy two (72) business hours to investigate a claim. Depending on the claim, investigations can take less or more than seventy two (72) business hours.
- Notification – If a person files a complaint directly to a Dean, they will be notified upon completion of the investigation. Anonymous complaints will be investigated and reported as logical.
- Confidentiality – If the investigation is protected by confidentiality laws for staff and/or students, outcomes of the investigation may be protected by law and you may not be allowed to know what the results and/or actions are coming out of the investigation.
- Results – If a complainant is unsatisfied with the investigation conducted at the site level, they can file a complaint directly to the Encore (District) Executive Office.

**EXECUTIVE (DISTRICT) COMPLAINTS** – When a complainant is unsatisfied with the results from a site based investigation, they can file a complaint directly to the Executive Officer Team. Whenever there is an incident, concern, or complaint (whether you are a teacher, student, staff member, or other stakeholder) an incident report or a formal letter can be filed to the Executive Officers. If no prior complaint was filed at the site level, the Executive Office (District) can refer the investigation back to the site for investigation.

- **Operations, Safety, Facilities, Discipline** – These questions and concerns should be directed to the Chief Operation Officer (COO) Mr. John Griffin by contacting General Executive Manager Ms. Ashlin Barkdull, 760-949-2036. You can also email him directly at [jgriffin@officerteam.com](mailto:jgriffin@officerteam.com).



- You can also mail him your complaint at Encore Education Corporation, 16955 Lemon Street #A, Hesperia, CA 92345.
- **Arts, Student Services, Policies, Enrollment, Social Media, Marketing, Events** – Questions and concerns relating to these topics should be directed to the Chief Executive Officer (CEO) Mrs. Denise Griffin by contacting General Executive Manager Mrs. Ashlin Barkdull, 760-949-2036, abarkdull@encorehighschool.com. You can also email her at ceo@officerteam.com. You can also mail her your complaint at Encore Education Corporation, 16955 Lemon Street #A, Hesperia CA 92345.
- **Academics, Teachers, Instructors, Grading** - Questions and concerns relating to these topics should be directed to the Dean of Academics, Mrs. Julia Dolf, 760-949-2036, Encore Education Corporation, 16955 Lemon Street #A, Hesperia CA 92345.

**EXECUTIVE (DISTRICT) INVESTIGATION** – Once a complaint is filed, it will be investigated.

- Time Required – Investigations take time so it is important to be patient. Anyone reporting an incident should allow no less than seven (7) business days to investigate a claim. Depending on the claim, investigations can take less or more than seven (7) business days to investigate a claim.
- Notification – If a person files a complaint directly to the District, they will be notified upon completion of the investigation. Anonymous complaints will be investigated and reported as logical.
- Confidentiality – If the investigation is protected by confidentiality laws for staff and/or students, outcomes of the investigation may be protected by law and you may not be allowed to know what the results and/or actions are coming out of the investigation.
- Results – If a complainant is unsatisfied with the investigation conducted at the District level, they can file a complaint directly to the Encore Board.

**ENCORE EDUCATION CORPORATION BOARD COMPLAINTS** –When a complainant is unsatisfied with the results from an Executive (District) based investigation, they can file a complaint directly to the Encore Education Corporation Board. Whenever there is an incident, concern, or complaint (whether you are a teacher, student, staff member, or other stakeholder) an incident report or a formal letter can be filed to the Encore Education Corporation Board. If no prior complaint was filed at the site or Executive (District) level, the Board can refer the investigation back to the site or Executive Level for service and/or investigation.

- Filing – To file a complaint with the Encore Education Corporation Board, send a formal letter to the Board Clerk, Ms. Ashlin Barkdull at Encore Education Corporation, 16955 Lemon Street, Hesperia, CA 92345. They can also contact her via email or contact the board directly.
- Time Required – Investigations take time so it is important to be patient. Anyone reporting an incident should allow no less than ten business days to investigate a claim. Depending on the claim, investigations can take less or more than ten business days
- Notification – If a person files a complaint directly to the Board, they will be notified upon completion of the investigation. Anonymous complaints will be investigated and reported as logical.
- Confidentiality – If the investigation is protected by confidentiality laws for staff and/or students, outcomes of the investigation may be protected by law and you may not be allowed to know what the results and/or actions are coming out of the investigation.
- Results – Results stemming from the Encore Education Corporation Board are binding to the fullest extent of the law.



**TITLE IX DISCRIMINATION COMPLAINT** (including gender equity / sexual harassment / sexual violence)

- To file a complaint with the school, please complete and mail, email, or bring this form to the office designated below. If you are unable for any reason to complete this form and would like to make a verbal complaint, please call the office 760-949-2036 for an appointment. Ms. Ashlin Barkdull is the manager for Title IX Discrimination Complaints.
- Although the school cannot commit to keeping a complaint of discrimination confidential because of the school's obligation to investigate the complaint, the school will use its best efforts not to disseminate information concerning the complaint beyond those who have a need to know.
- Please feel free to contact the office designated above if you have any questions regarding the process for filing or investigating complaints of discrimination (including sexual harassment).
- Note: A victim of discrimination or harassment is encouraged to use the school's internal complaint process. Persons believing they have been discriminated against or harassed may seek assistance from government agencies such as the federal Equal Employment Opportunity Commission, the federal Department of Labor, or Office of Civil Rights.