

FEEDBACK AND COMPLAINTS

Community Regional Charter School's School Board encourages staff members and the public, including parents, students, and other residents, to freely share their concerns, suggestions, and other feedback with school officials. We believe that constructive feedback, positive and negative, improves our schools and helps school personnel serve our students more effectively. This policy establishes the process by which such feedback can be addressed.

Parents, students, and other members of the public who have concerns, suggestions, or other feedback about the school district, a particular school, or an employee should take the following steps:

- 1) Discuss the matter directly with the employee most directly affected by this concern.
- 2) If the issue cannot be resolved in step 1 or if the nature or severity of the feedback make it clearly inappropriate to address with the employee, the person with the concern may request a conference with the employee's immediate supervisor at the next level (i.e., Supervisor, Athletic Director, Principal, Directors such as Buildings & Grounds, Nutrition, Special Education, Technology, or Transportation, or Assistant Executive Director) or with the school district's Business & Human Resources Manager to discuss the issue. The supervisor at this second level or his/her designee will investigate the issue and communicate with the person with the concern within 60 days of receiving notice of the concern. Privacy rights of all parties will be respected.
- 3) If the issue cannot be resolved after review at the lower levels, the person with the concern may request a review by the Executive Director. This request must be submitted in writing, setting forth the specific facts on which the concern is based and attaching any supporting documents. The Executive Director will provide a copy of the written request to the person against whom the complaint is made. The Executive Director will investigate the issue and communicate with the person with the concern within 60 days of receiving notice of the concern.
- 4) If the Executive Director is unable to resolve the issue, the person with the concern may request action by the Board. The Board Chairperson will decide whether the issue will be placed on a Board agenda. If it is placed on an agenda, the Executive Director will invite the complainant and the person against whom the complaint is made to attend an executive session at a Board meeting and will provide the Board members with a copy of the complaint and supporting documents. In the case of a complaint against the Executive Director, the complaint should be referred to the Board Chair, who will consult as necessary with legal counsel. The Board Chair will act on the issue within 60 days of receiving notice of it.

5) The Board will determine the procedural rules for any meeting to hear a complaint. Any such meeting will be held in executive session. Only if the Board elects to record the meeting will any recording of the meeting be permitted. If a group submits a complaint that is placed on the Board agenda, a delegation of no more than two individuals must be designated to represent the group and to present the complaint to the Board.

This policy may not be used by employees for employment matters. Such matters need to be processed through the appropriate grievance procedure, if any.

Read and Approved: 8-15-22