Health Sciences High and Middle College (HSHMC) has adopted this General Complaint Policy to address concerns about the Charter School generally or regarding specific employees. For complaints regarding harassment or perceived violations of state or federal laws, please refer to the HSHMC’s Title IX, Harassment, Intimidation, Discrimination, and Bullying Policy and/or HSHMC’s Uniform Complaint Procedures. For all other complaints, the General

Complaint form and accompanying procedures will be appropriate.

**Internal Complaints** (Complaints by Employees against Employees)

This section of the policy is for use when an HSHMC employee raises a

complaint or concern about a co-worker. If reasonably possible, internal complaints should be resolved at the lowest possible level, including attempts to discuss/resolve concerns with the immediate supervisor. However, in the

event an informal resolution may not be achieved or is not appropriate, the following steps will be followed by the Director of Human Resources or designee:

• The complainant will bring the matter to the attention of the Director of Human Resources as soon as possible after attempts to resolve the complaint with the immediate supervisor have failed or if not appropriate; and

• The complainant will reduce his or her complaint to writing, indicating all known and relevant facts. The Director of Human Resources or designee will then investigate the facts and provide a solution or explanation;

This policy cannot guarantee that every problem will be resolved to the employee’s satisfaction. However, HSHMC values each employee’s ability to express concerns

and the need for resolution without fear of adverse consequence to employment.

**Policy for Complaints Generally** (Complaints by Third Parties against Employees)

This section of the policy is for use when either a complaint does not fall under other complaint procedures or a third party (non-employee) raises a complaint or concern about HSHMC generally, or an HSHMC employee.

If complaints cannot be resolved informally, complainants may file a written complaint with the Director of Human Resources. The written complaint should set forth in detail the factual basis for the complaint.

In processing the complaint, the Director of Human Resources (or designee) shall abide by the following process:

• The Director of Human Resources or designee shall use their best efforts to ascertain the facts relating to the complaint. Where applicable, the Director of Human Resources or designee shall talk with the parties identified in the complaint or persons with knowledge of the particulars of the complaint to ascertain said facts.

• In the event that the Director of Human Resources (or designee) finds that a complaint is valid, the Director of Human Resoruces (or designee) may take appropriate action to resolve the problem. Where the complaint is against an employee of HSHMC, the Director of Human Resources may take disciplinary action against the employee. As appropriate, the Director of Human Resources (or designee) may also simply counsel/reprimand employees as to their conduct without initiating formal disciplinary measures.

• The Director of Human Resources’s (or designee’s) decision relating to the complaint shall be final unless it is appealed to the HSHMC Board of Directors. The decision of the Board shall be final.

**General Requirements**

**Confidentiality:** All complainants will be notified that information obtained from the complainants and thereafter gathered during the investigation will be maintained in a manner as confidential as possible, but in some circumstances absolute confidentiality cannot be assured.

**Non-Retaliation:** All 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 Director of Human Reesources or designee will investigate complaints appropriately under the circumstances and pursuant to the applicable procedures, and if necessary, take appropriate measures to ensure effective resolution of any complaint.