

Standard Operating Procedure (SOP) For Parents, Staff, or Community Members:

If a parent, staff member, or community member has a complaint, here is what they should do:

1. How to Make a Non-UCP/Informal Complaint

- A non-UCP complaint can be made by speaking to the AIMS Ombudsman or AIMS Site Leadership, Director of Schools, or emailing a “Non-UCP Complaint Form” to the above indicated or to the board president or Superintendent. The staff or representatives of any other school district or outside organization are not a component of the AIMS non-UCP complaint process.

2. What Information to Provide

- When making a complaint, it is helpful to provide as much detail as possible, including:
 - What happened
 - When it happened
 - Who was involved
 - Any other relevant information

3. What Happens Next

- The non-UCP complaint will be recorded in a system called Epicenter.
- The staff will keep the non-UCP complaint confidential.
- The school leadership and the Office of the Ombudsman will review the complaint.

4. Tracking the Complaint

- Every non-UCP complaint is tracked until it is resolved.
- The complainant may be contacted for more information or to receive updates on the progress.

5. Resolution

- The school will work on resolving the non-UCP complaint as quickly as possible.
- Any actions taken to resolve the non-UCP complaint will be communicated to the complainant.

6. Important Note

- No party except AIMS assigned staff and the complainant or their representative is a formal member of this process.