

Opportunities for Learning Public Charter Schools

Internal Complaint Resolution Process

Purpose and Overview

The purpose of the Internal Complaint Resolution Process (“ICRP”) is to address the school community’s concerns about the charter school generally or regarding specific employees or contractors in a fair and responsive manner. The ICRP establishes a formal process for students, parents, and legal guardians to submit complaints to the charter school regarding issues that fall outside the scope of any other formal complaint or grievance procedures established by the charter school as well as the process to be used to internally address those complaints.

For complaints regarding alleged violations of federal or state laws or regulations, please refer to the charter school’s Uniform Complaint Policy and Procedures (UCP). For complaints regarding violations of Education Code Section 47605(d)(4), please refer to the charter school’s Enrollment Complaint Notice and Form.

In the event a dispute or issue arises that is unable to be resolved informally, the following resolution process is to be followed. This process under the ICRP is hereinafter referred to as the “Resolution Process”. The Resolution Process will be outlined in the charter school’s student handbook.

Internal Complaint Resolution Process

□ **STEP 1: Filing a Complaint**

The Resolution Process begins when a student, parent or legal guardian (“Complainant”) submits a complaint to the charter school. The complaint must be written and include the date, nature of the grievance or complaint, a timeline of events that detail efforts expended to resolve the issue, and the specific outcome or resolution the Complainant is seeking. Please visit your school website to access the Internal Complaint Resolution Process Form. Complainants are encouraged, but not required, to use the charter school’s standard *ICRP Complaint Form*.

Once a written complaint is received, the charter school will reach out to the Complainant to schedule a meeting between the Complainant and a representative of the charter school (“School Representative”) within **three business days** of receiving the complaint. (See Steps 2, 3 and 4 below for specific School Representative). The purpose of the meeting is for the Complainant to present all pertinent details and evidence supporting the allegations made in the complaint for the School Representative to have sufficient information to begin an investigation into the complaint.

Refusal to provide the charter school with documents or other evidence related to the allegations in the complaint, or failure or refusal to cooperate or obstruction of the investigation by the Complainant may result in dismissal of the complaint because of a lack of evidence to support the allegation.

□ **STEP 2: Meeting with Assistant Principal**

Once a written complaint is received, the charter school will schedule a meeting between the Complainant and the charter school’s Assistant Principal. If the complaint involves the Assistant Principal, skip Step 2 and proceed immediately to Step 3.

□ **STEP 2.A: Review and Investigation by Assistant Principal**

The Assistant Principal will review and investigate the details surrounding the complaint. The investigation may include, but is not limited to:

- accessing applicable school records and/or information related to the complaint.
- obtaining statements from individuals/witnesses who can provide relevant information concerning the complaint.
- reviewing documents that may provide information relevant to the complaint.
- seeking clarification from the Complainant on specific complaint issues.

The Assistant Principal will document the review process and any findings from the investigation for the charter school's records. If the Assistant Principal finds that a complaint is valid, then the Assistant Principal may take appropriate action to resolve the issue. The Assistant Principal will provide the Complainant with a written response within **ten business days** from the date of the meeting stating the outcome of the investigation and the proposed actions to be taken by the charter school, if any, to resolve the issues raised by the complaint.

If the complaint is unable to be resolved in Step 2 and the Complainant requests further review of the complaint, then proceed to Step 3.

□ **STEP 3: Meeting with Principal**

The charter school will schedule a meeting between the Complainant and the Principal. If the complaint involves the Principal, skip Step 3 and immediately proceed to Step 4.

□ **STEP 3.A: Review and Investigation by Principal**

The Principal will review and investigate the details surrounding the complaint. The investigation may include, but is not limited to:

- (if applicable) reviewing the process and findings from the Assistant Principal's review and investigation of the complaint.
- accessing applicable school records and/or information related to the complaint.
- obtaining statements from individuals/witnesses who can provide relevant information concerning the complaint.
- reviewing documents that may provide information relevant to the complaint.
- seeking clarification from the Complainant on specific complaint issues.

The Principal will document the review process and any findings from the investigation for the charter school's records. If the Principal finds that a complaint is valid, then the Principal may take appropriate action to resolve the issue. The Principal will provide the Complainant with a written response within **ten business days** from the date of the meeting stating the outcome of the investigation and the proposed actions to be taken by the charter school, if any, to resolve the issues raised by the complaint.

If the complaint is unable to be resolved in Step 3 and the Complainant requests further review of the Complaint, then proceed to Step 4.

□ **STEP 4: Meeting with Director of Schools**

The charter school will schedule a meeting between the Complainant and the Director of Schools.

□ **Step 4.A: Review and Investigation by Director of Schools**

The Director of Schools will review and investigate the details surrounding the complaint.

The investigation may include, but is not limited to:

- (if applicable) reviewing the process and findings from the Assistant Principal's review and investigation of the complaint.
- (if applicable) reviewing the process and findings from the Principal's review and investigation of the complaint.
- accessing applicable school records and/or information related to the complaint.
- obtaining statements from individuals/witnesses who can provide relevant information concerning the complaint.
- reviewing documents that may provide information relevant to the complaint.
- seeking clarification from the Complainant on specific complaint issues.

The Director of Schools will document the review process and any findings from the investigation for the charter school's records. If the Director of Schools finds that a complaint is valid, then the Director of Schools may take appropriate action to resolve the issue. The Director of Schools will provide the Complainant with a written response within **ten business days** from the date of the meeting stating the outcome of the investigation and the proposed actions to be taken by the charter school, if any, to resolve the issues raised by the complaint. The Director of School's decision relating to the complaint shall be final.