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### GENERAL COMPLAINT POLICY

The Board of Directors of the Capital College & Career Academy (“CCCA” or the “Charter School”) encourages all CCCA community members to resolve matters in a direct and collaborative manner. The Board recognizes its accountability to the community for the quality of the educational program and performance of school employees. The Board has adopted this General Complaints Policy to address concerns about the Charter School generally and/or regarding specific Charter School employees. For complaints regarding unlawful discrimination, harassment, intimidation or bullying, unlawful pupil fees, or other specific perceived violations of state or federal laws, please refer to the Charter School’s Title IX, Harassment, Intimidation, Discrimination, and Bullying Policy and/or the Charter School’s Uniform Complaint Policy and Procedures. For all other complaints, this Policy, the General Complaint Form, and accompanying procedures will be appropriate. For any questions regarding the application of this Policy or the Charter School’s other policies, please contact the Executive Director or Site Lead. It is the Board’s goal that all complaints subject to this Policy be resolved impartially, respectfully, expeditiously, and with minimum disruption to school operations and the educational program.

This Policy shall be used when a non-employee complainant raises a complaint or concern about Charter School generally or a Charter School employee.

If reasonably feasible, third-party complaints shall be resolved at the lowest possible level, including attempts to discuss/resolve concerns with the Charter School employee directly. Every effort should be made to resolve disputes with CCCA employees at the earliest possible stage. Any person who has a concern regarding the actions of a school employee shall be encouraged to resolve the matter informally through direct communication with the employee whenever possible. A school administrator or supervisor is available to assist the complainant in having a conversation with the employee.

However, in the event an informal resolution cannot be achieved or is not appropriate, the following steps will be followed:

1. The complainant may submit a written complaint using a General Complaint Form (sample below) with the Executive Director or Site Lead. A written complaint shall include the full name of any employee involved, a brief but specific summary of the

complaint and the facts surrounding it, and a description of any prior attempt to resolve the matter informally.

2. The Executive Director or Site Lead shall use their best efforts to ascertain the facts relating to the complaint. When applicable, the Executive Director or Site Lead shall confer 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 Executive Director or Site Lead finds that a complaint is valid, the Executive Director or Site Lead shall take appropriate action to resolve the concern. In the event the complaint is against an employee of the Charter School, the Executive Director or Site Lead shall notify the employee who is the subject of the complaint within five (5) school days.

3. The Executive Director or Site Lead shall investigate and attempt to resolve the complaint to the satisfaction of the parties involved within thirty (30) calendar days. As appropriate, the Executive Director or Site Lead may counsel or reprimand employees as to their conduct without initiating formal disciplinary measures. The Executive Director or Site Lead decision relating to the complaint shall be final.

4. If the complaint is about the Executive Director, the complainant may file their complaint by using a General Complaint Form (sample below) and sending it to the Board of Directors. The Board shall either appoint a Dispute Resolution Committee to advise the Board, or hear the appeal itself. A Dispute Resolution Committee will consist of a diverse group of Board members with one member representing the academy from which the complaint has been received. If the Board decides to hear the complaint, the matter shall be addressed in closed session.

5. All parties shall be notified in writing of the final decision regarding the resolution of the complaint within thirty (30) calendar days of the submission of the complaint.

6. Any party may appeal the decision. A decision by the Executive Director or Site Lead (or Designee) may be appealed to the Executive Director or designee, who shall attempt to resolve the complaint to the satisfaction of the parties involved within thirty (30) days. Any party may appeal the Executive Director's decision to a Dispute Resolution Committee of the Board of Directors. 8. If the decision is appealed to the Board, the Executive Director or Site Lead shall submit to the Board the following information:

7. If the decision is appealed to the Board, the Executive Director or Site Lead shall submit to the Board the following information:

a. The full name of each party involved.

- b. A brief but specific summary of the complaint and the facts surrounding it, sufficient to inform the Board and the parties as to the precise nature of the complaint and to allow the parties to prepare a response.
  - c. A copy of the signed original complaint.
  - d. A summary of the action taken by the Executive Director or Site Lead and the reasons that the problem has not been resolved.
8. The Board shall determine whether to uphold the Executive Director's decision without hearing the complaint, appoint a Dispute Resolution Committee to advise the Board, or hear the appeal itself. If the Board decides to hear the complaint, the matter shall be addressed in closed session. The Board shall review the original complaint and additional information provided by the Executive Director or Site Lead regarding the steps taken to resolve the issue.
10. The Board's decision shall be final.

### **General Assurances**

1. Confidentiality: All complainants shall be notified that information obtained from the complainants, and thereafter gathered during the investigation, shall be maintained in a manner as confidential as possible, but in some circumstances absolute confidentiality cannot be guaranteed.
2. Non-Retaliation: All complainants shall be advised that complainants shall be protected against retaliation as a result of the filing of any complaints or participation in any complaint process.
3. Resolution: The Board, Executive Director, or Site Lead will investigate complaints appropriately under the circumstances, and if necessary, take appropriate remedial measures to ensure effective resolution of any complaint.

## GENERAL COMPLAINT FORM

**Your Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Date of Alleged Incident(s):** \_\_\_\_\_

**Name or Person(s) you have a complaint against:** \_\_\_\_\_

**List any witnesses that were present:** \_\_\_\_\_

**Where did the incident(s) occur?** \_\_\_\_\_

**Please describe the events or conduct that are the basis of your complaint by providing as much factual detail as possible (i.e., specific statements; what, if any, physical contact was involved; any verbal statements; what did you do to avoid the situation, etc.) Attach additional pages if needed:**

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**I hereby authorize CCCA to disclose the information I have provided as it finds necessary in pursuing its investigation. I hereby certify that the information I have provided in this complaint is true and correct to the best of my knowledge and belief. I further understand that providing false information in this regard could result in disciplinary action up to and including termination.**

**Date:** \_\_\_\_\_

**Signature of Complainant:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**To be completed by CCCA:**

**Received By:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Follow Meeting with Complainant held on:** \_\_\_\_\_