

# **ELEVATE ELEMENTARY**

## **COMPLAINT POLICY AND PROCEDURES**

*Approved by the Elevate Board of Directors on 8/25/2014*

### **Complaint Policy**

Elevate is committed to resolving concerns and complaints in a manner in which all parties feel respected, heard and understood. Elevate encourages complainants to first contact the person involved to give them an opportunity to respond informally. If the issue is not resolved, there are two procedures outlined below. The first procedure details the steps to take for raising concerns about the operations or administration of the school. The second procedure outlines the steps to take for complaints alleging a violation of federal or state law, discrimination in programs, issues related to sufficiency of instructional materials, facility conditions that pose an emergency or urgent threat or complaints against a school employee.

In all cases, Elevate prohibits retaliation against complainants. The school will attempt to keep information about complainants confidential, except where it is necessary or appropriate to disclose it. The School has the discretion to not investigate anonymous complaints.

### **Procedures**

#### **Concerns**

Step 1: Speak to the person directly involved. If it is a general concern, not involving a specific person, please address your concern to the Office Manager.

Step 2: If your concern is still unresolved, please contact the Principal.

Step 3: If, after speaking with the Principal, your concern remains unresolved, please contact the Board Chairman ([tkeliinoi@elevateschool.com](mailto:tkeliinoi@elevateschool.com)). You may also attend a Board meeting and speak during the regularly scheduled public comment period. Board meeting times and locations are included on the school calendar.

## Alleged Violations of Law and Complaints Against School Employees

Step 1: If the complaint is with a person, please contact that staff member or teacher directly to set up a mutually agreeable time to discuss the complaint. Please be advised that these meetings should not interrupt a teacher's instructional time. If a complaint is with a person and is brought first to the Principal's attention, the Principal may ask the complainant to contact the staff member or teacher before proceeding further. Any incident of harassment, however, should be directly reported to the Principal. Complaints resolved at this level do not need to proceed further in the process.

Step 2: If the complaint is not resolved directly with the staff member or teacher, it should be brought to the attention of the Principal or Principal's designee. The Principal or designee will meet with the employee either privately or conduct a joint meeting with the complainant. The Principal or designee will report back to the complainant if a private meeting is held. Complaints resolved at this level do not need to proceed further in the process.

Step 3: If the complainant feels the matter has not been resolved informally, the complainant may formally submit their complaint in writing within a reasonable time of the incident to the Principal or designee for resolution. In written complaints, the Principal or designee shall consider all the facts and arrive at a resolution of the complaint.

Step 4: If the complainant is dissatisfied with the resolution arrived at by the Principal or designee or if the complaint is with the Principal, the complainant may direct their complaint in writing to the Elevate Board Chairman ([tkeliinoi@elevateschool.com](mailto:tkeliinoi@elevateschool.com)). The Board Chairman will determine if the matter will be handled directly by the Chairman or by a committee of the Board. The Board Chairman or designated committee of the Board will meet with the complainant, discuss the facts and circumstances on which the complaint is based and make a determination of how best to resolve the matter.

The decision of the Elevate Board Chairman is final.