

Comments, Concerns and Complaints Procedures Policy

The following procedure outlines the steps to be used by a parent, guardian, or community member who has a suggestion, question, comment, concern or complaint about a KIPP SoCal school policy, team member or particular situation. KIPP SoCal Public Schools encourage families and team members to resolve problems collaboratively and respectfully. Teamwork, respect, and prompt resolution of conflicts are very important to KIPP SoCal Public Schools.

Resolution of questions, concerns, and complaints should always start with the individual team member or specific KIPP SoCal school in concern. If the question, concern, or complaint is unresolved, it is essential that the school leader is included in the resolution process.

Step 1: Contact the specific teacher, team member, or school administrator involved. Request to discuss over the phone or have a face-to-face conference at a time that is mutually agreeable. Remember that such meetings should not interfere with the teacher's instructional time nor disrupt the daily activities or schedule at the school.

Step 2: If the concern or complaint is not resolved in Step 1, the individual raising the concern or complaint may contact the School Leader. Be prepared to give specific details about the concern or complaint and steps that have already been taken to resolve the problem. The School Leader, Assistant School Leader, School Manager, and other members of school leadership will collaborate with the individual raising the concern or complaint to resolve the identified issue. School Leadership shall consider all the facts and find an appropriate resolution of the concern or complaint.

Steps 1 and 2 will occur in less than thirty (30) days.

Step 3: If the individual raising the concern or complaint is dissatisfied with the School Leadership's decision, he/she may contact KIPP SoCal Public Schools' Chief Academic Officer. The Chief Academic Officer will collaborate with the individual raising the concern or complaint to resolve the identified issue. The Chief Academic Officer shall consider all the facts and find an appropriate resolution of the concern or complaint.

Step 4: If the concern or complaint is not resolved in Step 3, KIPP SoCal Public Schools' Leadership Team will meet to decide who on the Leadership Team will be best suited to handle this particular issue and set of circumstances. This Leadership Team member will collaborate with the individual raising the concern or complaint to resolve the identified issue. This Leadership Team member shall consider all the facts and find an appropriate resolution of the concern or complaint.

Steps 3 and 4 will occur in less than thirty (30) days.

Step 5: If the individual raising the concern or complaint is dissatisfied with KIPP SoCal Public Schools' Leadership Team's decision, he/she may contact KIPP SoCal Public Schools' Chief Executive Officer. The Chief Executive Officer will collaborate with the individual raising the concern or complaint to resolve the identified issue. The Chief Executive Officer shall consider all the facts and find an appropriate resolution of the concern or complaint.

Step 6: If the individual raising the concern or complaint is dissatisfied with the Chief Executive

Director's decision, the individual may petition the KIPP SoCal Public Schools Board of Directors. If the Board receives a complaint prior to the completion of Steps 1 through 5, it will inform the Chief Executive Officer and provide him/her with the relevant information. Similarly, the concern or complaint could be brought before a board meeting. KIPP SoCal Public Schools welcomes the participation of parents, guardians and community members at board meetings. Public Comment is a standard component of the agenda of every board meeting, which is designed for members of the audience to speak. However, due to public meeting laws, the Board can only listen, not respond or take action. These presentations are limited to three minutes.

If a parent, guardian or community member should bring an item to the Board in written form or via Public Comment at a meeting, the Board Chair will determine if the item should be (1) discussed at an upcoming Board meeting, (2) discussed by the Governance Committee, (3) followed up by the Chief Executive Officer with the School Leader or another School Support Team member or (4) followed up by the Chief Academic Officer with the School Leader.

If the item is to be discussed at the next board meeting or Governance Committee meeting, it will be placed on the agenda and appropriately noticed. For those issues directed to the Governance Committee, it will consider all the facts and circumstances and discuss with relevant KIPP SoCal team members and, if necessary, with the individual raising the concern or complaint by phone or in person. The Committee shall attempt to resolve the matter at the next committee meeting, and shall send the individual raising the concern or complaint written confirmation of the resolution.

A KIPP SoCal team member will be appointed to follow-up with the individual(s) regarding grievances after being discussed with the broader Board (or Committee of the Board). Follow-up is generally by phone and within forty-eight (48) hours after a decision is made by the Board (or Board Committee). If the item is to be addressed by the Chief Executive Officer or Chief Academic Officer or School Leader, a KIPP SoCal team member will follow up within 48 hours after a decision is made. The KIPP SoCal team member will also follow up with the Board.

Steps 5 and 6 will occur in less than thirty (30) days.

Step 7: If the decision is made by a committee rather than the full board, and the individual raising the concern or complaint is dissatisfied with the Committee's decision, the individual raising may petition the Board in writing within thirty (30) days of the Committee's written resolution described in Step 6. The Board shall review the concern or complaint and send written confirmation of the resolution to the individual raising the concern or complaint prior to the next Board meeting.

The Board's decision shall be final.