

Comments, Concerns and Complaint Policy & Procedure (Revised 2.4.14)

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

Resolution of questions and concerns should always start with the person or school in concern. If the concern is unresolved, it is essential that the school leader be included in the resolution process.

Step 1: Contact the teacher or team member involved. Try 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 order at the school.

Step 2: If the concern is not resolved in Step 1, contact the school leader. Be prepared to give details about the concern and steps that have been taken to resolve the problem. The school leader and the individual raising the suggestion or concern shall attempt to resolve the dispute informally.

Step 3: If the problem is not resolved informally, the school leader will set up a formal meeting to discuss the issue with the involved parties within 30 days. The school leader shall consider all the facts and arrive at a resolution of the complaint.

Step 4: If the individual raising the concern is dissatisfied with the school leader's decision, he/she may contact the Chief Academic Officer. He/she will need to give details about the concern and steps that have been taken to resolve the problem. The Chief Academic Officer will set up a formal meeting to discuss the issue with the school leader and the complainant within 30 days. The Chief Academic Officer shall consider all the facts and arrive at a resolution of the complaint. The Chief Academic Officer shall not get involved in a complaint until steps one through three have been completed.

Step 5: If the complainant is dissatisfied with the Chief Academic Officer's decision, the complainant may escalate to the Executive Director.

Step 6: If the individual is dissatisfied with the Executive Director's decision, the individual may petition the KIPP LA Schools Board of Directors in writing, using the form attached. The Board will not get involved until steps 1 through 5 have been attempted. If the Board receives a complaint prior to the completion of Steps 1-5, it will inform the Executive Director and provide him/her with the relevant information.

Similarly, an item could be brought to a Board meeting. KIPP LA Schools welcomes the participation of parents and citizens at Board meetings. Public Comment is a set part of the agenda 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 Executive Director 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 LA team members and, if necessary, with the complainant by phone or in person. The Committee shall attempt to resolve the matter at the next Committee meeting, and shall send the complainant written confirmation of the resolution.

A KIPP LA 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 48 hours after a decision is made by the Board (or Board Committee). If the item is to be addressed by the Executive Director or Chief Academic Officer or School Leader, a KIPP LA team member will follow up within 48 hours after a decision is made. The KIPP LA team member will also follow up with the Board.

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

COMMENT, CONCERN, OR COMPLAINT AGAINST
KIPP LA SCHOOLS

To: Board of Directors
ATTN: Board Chair
KIPP LA Schools
4800 E. Cesar Chavez Avenue
Los Angeles, CA 90022

From: Name(s):
Address:
Telephone:
Student Name(s):

I understand that a copy of this document will be provided to the School Leader immediately upon receipt of this complaint.

Note: Please refer to KIPP LA Schools' Comments, Concerns and Complaint Policy and Procedure before contacting the Board of Directors. The Board will not get involved until the individual has attempted to resolve the issue with the School Leader and Executive Director, as outlined in Steps 1 through 5.

Nature of comment, concern or complaint: (This should be a description in your own words of the concern or comment, including all names, dates, and places necessary for a complete understanding of your concern. You may use additional pages if needed.)
