

# COMPLAINT OR GRIEVANCE PROCEDURE

In alignment with the Institute policy, the complaint procedure of the board must contain the statements listed in the checklist below.

## Checklist of Considerations

Did you...	Yes?
1. Indicate any parent, guardian, or other individual or group who believe the school has violated or is violating any provision of law may file a complaint with the school board of directors.	<input type="checkbox"/>
2. Specify the board shall respond in writing to the complaining party within a specified number of days after receipt of the complaint.	<input type="checkbox"/>
3. State the board shall conduct reviews to ensure compliance with school, Institute, state, and federal requirements.	<input type="checkbox"/>
4. Indicate a complaining party who believes a complaint has not been adequately addressed by the board of directors may submit the complaint in writing to the Institute.	<input type="checkbox"/>
5. Specify that in the event that the school is found to be in violation of any law or requirement the Institute may take such action as deemed appropriate, including but not limited to the issuing of a corrective action notice, revocation of the charter, or referral of the matter to the District Attorney, the Attorney General, or other appropriate agencies for action where relevant.	<input type="checkbox"/>
6. State a parent, guardian, or other individuals or groups who believe that the school has violated or is violating any state or federal law or regulation regarding special education and the service of exceptional student groups may file a complaint directly with the Institute.	<input type="checkbox"/>

## A Few Thoughts

1. One-off anonymous complaints should not be entertained.
2. Not all complaints should be decided on/directed to the Board. Ensure the School Leader is receiving and making decisions on complaints relevant to his/her scope of authority.

