



Fenton Charter Public Schools
11828 Gain Street Lake View Terrace, CA 91342
(818) 896-7482

POLICY FOR COMPLAINTS AGAINST PERSONNEL BY NON-EMPLOYEES
EXTERNAL COMPLAINTS
(Complaints against Employees by Third-parties)

This policy is for use when a non-employee raises a complaint or concern about an employee of Fenton Charter Public Schools (“Charter School”).

If complaints cannot be resolved informally, complainants may file a written complaint with the Executive Director or Chairperson of the Board (if the complaint concerns the Executive Director) as soon as possible after the events that give rise to the complainant’s concerns. The written complaint should set forth in detail the factual basis for the complainant’s complaint. To submit a complaint, please use the attached “Complaint Form” at the end of this policy.

In handling the complaint, the Executive Director or designee shall abide by the following process:

1. The Executive Director (or designee) shall use his or her best efforts to talk with the parties identified in the complaint and to ascertain the facts relating to the complaint.
2. In the event that the Executive Director (or designee) finds that a complaint against an employee is valid, the Executive Director (or designee) may take appropriate disciplinary action against the employee. As appropriate, the Executive Director (or designee) may also simply counsel/reprimand employees as to their conduct without initiating formal disciplinary measures.
3. The Executive Director’s (or designee’s) decision relating to the complaint shall be final unless it is appealed to the Board of Directors of the Charter School. The decision of the Board of Directors shall be final.

GENERAL REQUIREMENTS

1. Confidentiality: All complainants will be notified that information obtained from the complainants and thereafter gathered will be maintained in a manner as confidential as possible, but in some circumstances absolute confidentiality cannot be assured.
2. Non-Retaliation: All complainants will be advised that they will be protected against retaliation as a result of the filing of any complaints or participation in any complaint process.
3. Resolution: The Board (if a complaint is about the Executive Director) or the Executive

Director (or designee) will investigate complaints appropriately under the circumstances and pursuant to the applicable procedures, and, if necessary, take appropriate remedial measures to ensure effective resolution of any complaint.

COMPLAINT FORM

Your Name: _____ Date: _____

Date of Alleged Incident(s): _____

Name of 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 (e.g., 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.):

I hereby authorize Fenton Charter Public Schools 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 and complete to the best of my knowledge and belief.

_____ Date: _____

Signature of Complainant

To be completed by the Charter School:

Received by: _____ Date: _____