

AMSA Board of Trustees

Complaint Process Policy

Background

Anyone may submit a complaint to the Board of Trustees of AMSA (the “Board”). Complaints involving alleged violations of AMSA’s Charter or M.G.L. c. 71, § 89, or 603 CMR 1.00 are deemed “Charter Complaints” and complaints on all other matters are deemed “Non-Charter Complaints.” The Board will handle Charter Complaints and Non-Charter Complaints differently. This policy is to describe the process for submitting a complaint to the Board and documents the actions that the Board will take to address complaints it receives.

Process for Initial Inquiry

For all Charter Complaints, the grieving party may bring it to the attention of the Board by submitting the Initial Inquiry Form to the Governance Committee Chair.

All Non-Charter Complaints should be first directed at the lowest possible level to the persons immediately responsible for reviewing and addressing these complaints, according to the relevant handbook (i.e., Student-Parent Handbook, Faculty and Staff Handbook, Employee and Human Resources Manual). There should be attempts to resolve the issue directly with the school. If the grieving party is not satisfied that the complaint has been adequately addressed by the school, the grieving party may bring it to the attention of the Board by submitting the Initial Inquiry Form to the Governance Committee Chair.

Process for Addressing an Initial Inquiry

Within 14 days of receiving the Initial Inquiry Form, the Governance Committee Chair will contact the grieving party. The Governance Committee Chair will work with the grieving party to understand the specific nature of the complaint to determine whether or not the complaint is a Charter Complaint or a Non-Charter Complaint. The Governance Committee Chair will explain the process for filing a formal complaint to the Board and answer any questions related to filing a formal complaint.

Process for Filing a Formal Complaint

If the grieving party wishes to proceed to file a formal complaint to the Board, the grieving party must submit the complaint in writing to the Board Chair and the Governance Committee Chair using the Formal Complaint Form and provide any relevant documentation related to the complaint. Organizations can file a complaint on behalf of their constituents. The Board will not accept or act on complaints that are filed anonymously or submitted on behalf of another individual.

Process for Addressing a Charter Complaint

After receipt of the written formal complaint and before the next regularly scheduled Board meeting (if the formal complaint is submitted at least five days before such Board meeting), the Chair in consultation with the Governance Committee Chair shall appoint a task force composed of at least two Trustees to review the formal complaint, and the identity of the task force members will be announced

at such Board meeting and the grieving party will be informed. At this point, the Trustees and subject(s) will receive a copy of the formal complaint. If the written formal complaint is submitted less than five days before the next regularly scheduled Board meeting, then the Chair shall inform the grieving party of the identity of the task force members within 30 days of the date the formal complaint is submitted. The task force shall contact the grieving party as soon as reasonably practicable to initiate its review. If there is a change in the composition of the complaint task force the Chair will notify the grieving party and the Board.

The task force shall review the complaint with diligence and may interview all involved parties. The task force will report the current status of the formal complaint review at each subsequent regularly scheduled Board meeting until the task force has completed its review. The task force will communicate its findings in writing to the Board and to the grieving party. The Board makes a decision regarding all Charter Complaints.

Process for Addressing Non-Charter Complaints

After receipt of the written complaint and before the next regularly scheduled Board meeting (if the written complaint is submitted at least five days before such Board meeting), the Chair in consultation with the Governance Committee Chair and, if a complaint is related to Committee business, the relevant Committee Chair, will determine whether an investigation is warranted. At this point, if warranted, the Trustees and subject(s) will receive a copy of the formal complaint. If the written complaint is submitted less than five days before the next regularly scheduled Board meeting, then the Chair shall inform the grieving party whether an investigation will be initiated at or before the next subsequent Board meeting.

If the Chair and Governance Committee Chair determine that a review is warranted, the Chair shall appoint a task force composed of at least two Trustees to review the complaint, and the identity of the task force members will be announced at the next Board meeting. The task force shall contact the grieving party as soon as reasonably practicable to initiate the review. The task force shall review the complaint with diligence and may interview all involved parties. The task force will report the current status of the formal complaint review at each subsequent regularly scheduled Board meeting until it has completed its review. The task force will communicate its findings in writing to the Board and to the grieving party. The entire Board makes a final decision regarding all Non-Charter Complaints.

If the Chair and Governance Committee Chair determine that a review is not warranted, the Chair shall inform the grieving party that a review will not be conducted.

Policy Number	A-105
Adopted	November 21, 2013
Amended	August 18, 2016

AMSA BOARD OF TRUSTEES

INITIAL INQUIRY FORM

Name: _____ Date: _____

Address: _____ Phone: _____

_____ Email: _____

1. Have you met with AMSA's Executive Director?
2. Date of meeting:
3. Please provide a detailed statement of the nature of the complaint, including any law or provision of the charter that you allege has been violated. (Attach extra pages if necessary.)

I affirm that the information and documentation I have provided with regard to this complaint is true and accurate to the best of my knowledge.

Signature: _____

AMSA BOARD OF TRUSTEES FORMAL COMPLAINT FORM

Name: _____ Date: _____

Address: _____ Phone: _____

_____ Email: _____

1. Have you met with AMSA's Executive Director?
2. Date of meeting:
3. Please provide a detailed statement of the nature of the complaint, including any law or provision of the charter that you allege has been violated. (Attach extra pages if necessary.)
4. Please attach any correspondence between you and the school related to your complaint.
5. Please provide a statement of your desired outcome. (Attach extra pages if necessary.)

I affirm that the information and documentation I have provided with regard to this complaint is true and accurate to the best of my knowledge. I authorize the AMSA Board of Trustees to review this complaint, including contacting the person(s) named in this complaint, to attempt resolution. I understand that, during the course of such review, it may be necessary to reveal my identity and other facts discovered in this inquiry to the person(s) who are the subject of the complaint, a limited number of AMSA administrators or persons who may have further information or responsibility relative to my complaint.

Signature: _____