



BCCHS takes all concerns and complaints seriously. The school values the concerns of our parents, staff, students, and community. Complaints are respected and honored; there are no negative consequences for filing a complaint. No reprisals or retaliation shall be invoked against any student, parent or employee for processing, in good faith, a complaint, either on an informal or formal basis, or for participating in any way in these complaint procedures. Every attempt is made to resolve complaints informally and at the lowest level possible. In the instances when that is not possible, a formal process is in place.

COMPLAINTS AGAINST PERSONNEL

Specific complaints of unlawful harassment are addressed under the Charter School’s “Policy Against Unlawful Harassment”.

INTERNAL COMPLAINTS

(Complaints by Employees Against Employees)

This section of the policy is for use when a Charter School employee raises a complaint or concern about a co-worker.

If reasonably possible, internal complaints should be resolved at the lowest possible level, including attempts to discuss/resolve concerns with the immediate supervisor. However, in the event an informal resolution may not be achieved or is not appropriate, the following steps will be followed by the CEO/Principal or designee:

1. The complainant will bring the matter to the attention of the CEO/Principal as soon as possible after attempts to resolve the complaint with the immediate supervisor have failed or is not appropriate; and
2. The complainant will reduce his or her complaint to writing, indicating all known and relevant facts. The CEO/Principal or designee will then investigate the facts and provide a solution or explanation;
3. If the complaint is about the CEO/Principal, the complainant may file his or her complaint in a signed writing to the Chair of the Board of Directors of the Charter School, who will then confer with the Board and may conduct a fact-finding or authorize a third party investigator on behalf of the Board. The Chair or investigator will report his or her findings to the Board for review and action, if necessary.

This policy cannot guarantee that every problem will be resolved to the employee’s satisfaction. However, the Charter School values each employee’s ability to express concerns and the need for resolution without fear of adverse consequence to employment.

POLICY FOR COMPLAINTS AGAINST EMPLOYEES

(Complaints by Third Parties Against Employees)

This section of the policy is for use when a non-employee raises a complaint or concern about a Charter School employee.

If complaints cannot be resolved informally, complainants may file a written complaint with the office of the CEO/Principal or Board President (if the complaint concerns the CEO/Principal) 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 complaint.

In processing the complaint, CEO/Principal (or designee) shall abide by the following process:

1. The CEO/Principal 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 CEO/Principal (or designee) finds that a complaint against an employee is valid, the CEO/Principal (or designee) may take appropriate disciplinary action against the employee. As appropriate, the CEO/Principal (or designee) may also simply counsel/reprimand employees as to their conduct without initiating formal disciplinary measures.
3. The CEO/Principal'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 CEO/Principal) or the CEO/Principal 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.