



**VAUGHN NEXT CENTURY LEARNING CENTER
General Complaint Procedure for Students and Parents**

Introduction

This is the Standard Operating Procedure (SOP) for Vaughn Next Century Learning Center on how handle parent complaints concerning any complaint not covered under the Uniform Complaint Procedure (UCP). These procedures have been presented to the Vaughn Next Century Learning Center Board of Trustees and has been approved for implementation.

The guidance provided herein does not apply to complaints in relations to actions or decisions by the school on allegations of child protection, refusals to enroll and those decisions which may discriminate against a child. For issues or complaints of this nature please see below:

Complaints Related to Child Protection or Reports of Child Abuse Concerns:

All employees of a California public school are considered “mandated reporters.” A list of persons whose profession qualifies them as “mandated reporters” of child abuse or neglect is found in California Penal Code Section 11165.7. It includes all school/district employees, administrators, and athletic coaches. All persons hired into positions included on the list of mandated reporters are required, upon employment, to be provided with a statement, informing them that they are a mandated reporter and their obligations to report suspected cases of abuse and neglect pursuant to California Penal Code Section 11166.5.”

Parents who have a child protection concern should contact the Child Protective Services. Click on the website below for information on reporting or call Childhelp® (800-422-4453) for assistance.
<http://www.cdss.ca.gov/Reporting/Report-Abuse/Child-Protective-Services/Report-Child-Abuse>

Suspension, Expulsion, or Refusal to Enroll:

Parents can appeal a decision by the school to expel their child from its school, or to suspend their child as outlined in the school’s current charter petition in Element 10.

Discrimination:

Title IX of the Education Amendments of 1972 prohibits discrimination on the basis of sex in any federally funded education program or activity. If you wish to file a complaint alleging discrimination on such basis as noted above, please follow the Uniform Complaint Procedure, complete the complaint form accordingly and submit your complaint as stated..

Further information about Title IX can be obtained at: <https://www.justice.gov/crt/overview-title-ix-education-amendments-1972-20-usc-1681-et-seq>.

Miscellaneous:

- **Legal Representation:** Legal representation or representation by person(s) acting in a professional capacity is NOT permitted within this procedure.

Note: This procedure does not take away from the statutory rights of any of the participants

- Recordings: You may only record a meeting with school personnel if you provide 24 hours’ notice of your intent to record.
- Where the complainant is a member of Vaughn governing board

- If the complainant is a member of Vaughn governing board, they will play no part in the management or appeal of the complaint as set out in this procedure.

VAUGHN NEXT CENTURY LEARNING CENTER

GENERAL COMPLAINT PROCEDURE GUIDELINES FOR MAKING A COMPLAINT

The purpose of the procedure here within is to facilitate the resolution of difficulties where they may arise in an agreed and fair manner. The procedure is as follows:

I. INFORMAL STAGE

Step 1: Speaking with the teacher about your concern(s)

- In the first instance, a complaint should normally be brought up verbally with the teacher concerned (whether that be a classroom teacher, Assistant Principal or Principal), so that s/he may have an opportunity to address the issue(s).
- Please observe the school's existing protocols for arranging and conducting such meetings and follow the school's policy with respect to access to members of teaching staff.
- *If the complaint does not relate to a teacher in the school but rather related to office, maintenance or afterschool staff, it should be referred to the Principal.*

II. FORMAL STAGE

Step 2a: Contact the Principal if your complaint is against a member of staff other than the School Director

- If your complaint remains unresolved following Step 1 you should arrange a meeting with the Principal to discuss the issue(s). In advance of this meeting you should inform the Principal in writing, of the nature of your complaint so that s/he may be in a position to resolve the problem without further delay.
- The principal should bring the precise nature of the written complaint to the notice of the teacher or member of staff and seek to resolve the matter between the parties within **10 school days** of receipt of the written complaint.
- In some circumstances the Principal may not be able to deal effectively with your complaint immediately and s/he may require some time to investigate and prepare a response. If further time is required you will be informed of the timescale and the likely date by which a response will be issued.
- *If you are unsatisfied with the result of the Principal's decision, you may appeal the decision to Vaughn's CEO. See Step 3a.*

Step 2b: Contact Vaughn's CEO if your complaint is against the school Director

- If your complaint is against the school director and remains unresolved following Step 1 you should write to the CEO. The CEO should bring the precise nature of the written complaint to the notice of the school director and seek to resolve the matter between the parties within **10 school days** of receipt of the written complaint.
- In some circumstances the CEO may not be able to deal effectively with your complaint immediately and s/he may require some time to investigate and prepare a response. If further time is required you will be informed of the timescale and the likely date by which a response will be issued.
- *If you are unsatisfied with the result of the director's decision, you may appeal the decision to the Vaughn Board of Trustees. See Step 3b.*

III. APPEAL STAGE

Step 3a: Appeals Process-Appeals to CEO

- If you are dissatisfied with the decision of the school director, you may appeal that decision. In order to appeal, you **must** write to the CEO within **10 school days** of receiving written feedback from the director. Your written request should be as concise as possible and set out specifically the grounds for your appeal.
- You will have the opportunity to meet with the CEO where your appeal will be heard
- Within **10 school days** of this meeting, you should expect a final written response. This will indicate the CEO's findings, recommendations and the reasons supporting the decision.
- Once the CEO provides a decision, the decision is final, the Complaints Procedures is exhausted, and the matter is considered closed.

Step 3b: Appeals Process-Appeals to the Vaughn Board of Trustees

- If you are dissatisfied with the decision of the CEO, you may appeal that decision. In order to appeal, you **must** write to the Chair of the Vaughn Board of Trustees within **10 school days** of receiving written feedback from the CEO. Your written request should be as concise as possible and set out specifically the grounds for your appeal.
- You will have the opportunity to meet with the Vaughn Board of Trustees, where your appeal will be heard
- Within **10 school days** of this meeting, you should expect a final written response. This will indicate the Vaughn Board of Trustees' findings, their recommendations and the reasons supporting their decision.
- Once the Vaughn Board of Trustees provides a decision, the decision is final, the Complaints Procedures is exhausted, and the matter is considered closed.

IV. RECORDKEEPING:

The school shall maintain a record of all correspondence, conversations and meetings concerning your complaint. These records shall be held confidentially in the school and shall be kept apart from pupil records. All such records will be destroyed three years after the date of the last correspondence on the issue.

V. MALICIOUS OR VEXATIOUS COMPLAINTS

Where Vaughn's governing board considers the actions of a parent/group of parents to constitute frivolous or vexatious behavior, it will seek advice from its legal representatives in order to protect staff from any further similar actions.

General Complaint Form

Last Name: _____ First Name: _____

Student Name (if applicable): _____ Grade: ____ Date of Birth: _____

Address: _____ Apt. #: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____

Email Address: _____ Date of Alleged Violation: _____

School/Office of Alleged Violation: _____

1. Please give facts about the complaint. Provide details such as the names of those involved, dates, whether witnesses were present, etc., that may be helpful to the complaint investigator.

2. Have you attempted to discuss your complaint with any Vaughn Next Century Learning Center’s personnel? If so, with whom and what was the result?

3. Please provide copies of any written documents that may be relevant or supportive of your complaint.

I have attached supporting documents. Yes ___ No ___

Signature _____ Date _____