



Issue and Complaint Resolution Procedure for School-Related Concerns

Bulletin 126 requires charter operator complaint procedures at a minimum, address any forms that must be completed by a complainant, the progression of a complaint, and the timeframes for consideration and action. This process is designed to comply with the minimum complaint procedure requirements outlined in Bulletin 126. To resolve issues at the school level, parents and guardians are asked to use the official campus procedures outlined in the student handbook before proceeding to the district level formal complaint process. The process described in this policy shall not be construed to create new or additional rights beyond those granted by law or Board policy, nor to require a full evidentiary hearing or "mini-trial" at any level. These proceedings are for administrative purposes and the burden of proof is held by the parent. The following is a brief summary of the formal complaint process.

The First Step (Informal Conferences)

In most circumstances in which a complaint involves a problem with a teacher or school staff member, the student or parent shall be expected to take the first step and talk with the teacher or other school staff member with the school counselor about your complaint or concern and request a response or follow-up in writing. If the issue is not resolved at that level, you may pursue resolution at Level 1.

<p>Level 1 (Campus Level)</p>	<p>Within 10 (tens) days of encountering the issue and attempting to resolve an issue with a teacher or staff, submit your complaint or concern in writing to the principal who has authority to remedy the alleged problem and request a conference. Use the Level 1 form and attach any documentation.</p> <ul style="list-style-type: none"> • The school based administrator such as the principal or his/her designee must schedule and hold a conference with you within seven business days of receiving the complaint. • The school based administrator such as the principal or his/her designee shall have seven business days following the conference within which to make a written response. • Keep a copy of the response. 	<p>If you do not receive a response within the time limit or you were not provided relief, go to Level 2.</p>
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PARENT GRIEVANCE

COMPLIANCES & HR

<p>Level 2 (Network Level)</p>	<p>Within seven business days, file a request for a conference with the next appropriate level of administrator through the Office of the Chief of Staff. He/She will forward the complaints to the next appropriate level of administrator.</p> <ul style="list-style-type: none"> • The central office administrator must schedule and hold a conference with you within ten (10) business days of receiving the request • The central office administrator shall have ten (10) days following the conference within which to respond. • Keep a copy of the response. 	<p>If you do not receive a response within the time limit or you were not provided relief, you may go to Level 3.</p>
<p>Level 3 (Chief Level)</p>	<p>Submit a written request to the appropriate chief level leader for a review of the documents.</p> <ul style="list-style-type: none"> • If the parent did not receive the relief requested at Level Two, the parent may submit to the Chief or designee, a Level Three request for review. The request shall be in writing and must be filed within seven days of the response or, if no response is received, within seven days of the response deadline. • The Chief at his/her discretion may schedule a conference or prepare a written response based upon the review of the record within ten business days of the request. 	<p>If you do not receive a response within the time limit or you were not provided relief, you may take the next level.</p>
<p>Level 4 (CEO)</p>	<p>Submit a written request to the CEO for a review of the documents within seven business days of receiving a level three response or the response deadline..</p> <ul style="list-style-type: none"> • The CEO at his/her discretion may schedule a conference or prepare a written response based upon the review of the record within ten business days of the request. 	<p>If you do not receive a response within the time limit or you were not provided relief, you may take the final level.</p>



PARENT GRIEVANCE

COMPLIANCES & HR

<p>Level 5</p> <p>Final Step Appeal to the Board of Directors</p>	<p>Within ten (10) business days after receipt of a level four response or, if no response was received, within ten (10) days of response deadline at Level Four, submit a written request to the Chair of the Board and Secretary of the Board through the Office of the Chief of Staff to have the matter placed on the agenda of a future Board of Directors.</p> <ul style="list-style-type: none"> • The Secretary of the Board will inform you of the date, time, and place of the meeting. • The presiding officer will establish a reasonable time limit for presenting the complaint. • The complaint may be presented in an open or closed meeting in accordance with the Open Meetings Act and other applicable law. • The Board will make a recording of the proceeding. • The Board of Directors will communicate its decision orally or in writing at any time up to and including the next regularly scheduled meeting of the Board of Directors. • If for any reason the Board fails to reach a decision regarding the complaint by the end of the next regularly scheduled meeting, the lack of a response by the Board upholds the administrative decision at Level Four. 	<p>All board decisions are final.</p>
<p>Forms</p>	<p>LFNO's District complaint/grievance forms and full policy guidance procedures for school-related issues are available using the link below: https://docs.google.com/document/d/1Nuu-VxxrQBvMcxNG6VzASg-vO_4Hefx/edit?usp=sharing&oid=100996362404550131263&rtpof=true&sd=true</p>	<p>Parents must use the LFNO District Forms and procedures at all levels of the process.</p>

NOTE: Any grievance from a parent or guardian concerning the CEO must be brought to the Chair of the Board of Directors to determine the merit of the grievance in relation to the CEO. Grievances that are determined to be germane to the board and appropriate for board review will be heard at Level 5. All other complaints will be referred to level one of the grievance process. Complaints regarding certain topics are addressed by specific policies or other documents that modify this complaint process or require an alternative process so we encourage parents and guardians to review the official school handbook for complaints regarding:

- bullying or retaliation related to bullying
- loss of credit on the basis of attendance



STUDENT RIGHTS AND RESPONSIBILITIES PARENT COMPLAINTS

COMPLIANCE & HR (REGULATION)

Parents shall be entitled to informal conferences with administrators to resolve their complaints and should adhere to any campus specific protocols to resolve a complaint before resorting to the formal district level grievance process. In most circumstances in which a complaint involves a problem with a teacher, the student or parent shall be expected to discuss the matter with the teacher and school counselor before requesting a conference with the principal at Level One.

Complaints arising out of an event or a series of related events shall be addressed in one complaint. A parent shall not bring separate or serial complaints arising from any event or series of events that have been or could have been addressed in a previous complaint. Any grievance from a parent or guardian concerning the CEO must be brought to the Chair of the Board of Directors to determine the merit of the grievance in relation to the CEO. Grievances that are determined to be germane to the board and appropriate for board review will be heard at Level 5. All other complaints will be referred to level one of the grievance process.

The process described in this policy shall not be construed to create new or additional rights beyond those granted by law or Board policy, nor to require a full evidentiary hearing or "mini-trial" at any level. These proceedings are for administrative purposes and the burden of proof is held by the parent.

Complaint forms and appeal notices may be filed by hand-delivery or U.S. Mail. Hand-delivered filings shall be timely filed if received by the appropriate administrator or designee by the close of business on the deadline. Mail filings shall be timely filed if they are postmarked by the U.S. Mail on or before the deadline.

TIMING

All time limits shall be strictly followed unless modified by mutual written consent. If a complaint form or appeal notice is not timely filed, the complaint may be dismissed at any point during the complaint process, on written notice to the parent. The parent may appeal the dismissal by making a written request for review within ten days from the date of the written dismissal notice. The review will begin at the level at which the complaint was dismissed and shall be limited to the issue of timeliness.

COMPLAINT FORM

Complaints under this policy shall be submitted in writing on a form provided by the District. Copies of any documents that support the complaint should be attached to the complaint form. If the parent does not have copies of these documents, copies may be presented at the Level One conference. After the Level One conference, no new documents may be submitted unless the student or parent did not know the documents existed before the Level One conference. A complaint form that is incomplete in any material aspect may be dismissed but may be refiled with all the requested information if the refiled is within the designated time for filing a complaint.

LEVEL ONE

A parent who has a complaint shall file a complaint form and request a conference with the principal, or the lowest level administrator who has authority to remedy the alleged problem within ten days of the time the student or parent knew, or should have known, of the event or series of events causing the complaint. The principal or administrator shall schedule and hold a conference with the student or parent within seven business days of the request. The principal shall have seven business days following the conference within which to make a written response.

LEVEL TWO

If the parent did not receive the relief requested at Level One or the time for a response has expired, the student or parent may request a conference with the central office staff through the Office of the Chief of Staff. He/She will forward the complaints to the next appropriate level of administrator. The request must be filed within seven days following receipt of a response, or if no response is received, within seven days of the response deadline. The administrator shall hold the conference within ten days after receiving the request.

Prior to or at the time of the conference, the student or parent shall submit a written complaint that includes the student's or parent's signed statement of the complaint, any evidence in its support, the solution sought, and the date of the conference with the principal.

The administrator shall have ten days following the conference within which to respond.

LEVEL THREE

If the parent did not receive the relief requested at Level Two, the parent may submit to the appropriate chief level leader(Chief Operations Officer, Chief Academic Officer, or Chief of Staff) a Level Three request for review. The request shall be in writing and must be filed within seven business days of the response or, if no response is received, within seven days of the response deadline.

The Chief or designee shall review the documents relevant to the complaint and may, at the Chief's discretion, schedule a conference or prepare a written response based upon the review of the record within ten business days of the request.

LEVEL FOUR

Submit a written request to the Superintendent/CEO for a review of the documents within seven business days of receiving a level three response or the response deadline.

- The Superintendent/CEO at his/her discretion may schedule a conference or prepare a written response based upon the review of the record within ten business days of the request.

APPEAL TO THE BOARD

If the parent or student did not receive the relief requested at Level Four or if the time for response has expired, the student or parent may appeal to the Board.

The appeal notice must be filed in writing, on a form provided by the district, within ten days after receipt of a response or, if no response was received, within ten days of the response deadline at Level Four.

The Secretary of the Board shall inform the student, the parent, and the administration of the date, time, and place of the Board meeting at which the complaint will be on the agenda for presentation to the Board and shall provide the Board with copies of the complaint form, all responses, all appeal notices, and all written documentation previously submitted by the student, parent, or administration. The Board shall consider only those issues and documents presented at the preceding levels, identified in the appeal notice.

The presiding officer may set reasonable time limits and guidelines for the presentation. The Board shall hear the complaint and may request that the administration provide an explanation for the decisions at the preceding levels.

In addition to any other record of the Board meeting required by law, the Board shall prepare a separate record of the complaint. The presentation by the parent; any presentation from the administration; and questions from the Board with responses shall be recorded.

The Board shall then consider the complaint. It may give written or oral notice of its decision orally at any time up to and including the next regularly scheduled Board meeting. If for any reason the Board fails to reach a decision regarding the complaint by the end of the next regularly scheduled meeting, the lack of a response by the Board upholds the administrative decision at Level Three.

Exhibit A—Student/Parent/Guardian Complaint Form—Level One

To file a formal complaint, please fill out this form completely and submit it by hand delivery or U.S. mail to the school principal along with the written response from meeting with the teacher or staff within ten business days of the time you knew or should have known of the event or series of events causing the complaint. All formal complaints will be heard in accordance with this policy or any exceptions outlined therein.

Name: _____

Address: _____

Telephone number: (____) _____

Campus: _____

If you will be represented in voicing your complaint, please identify the person representing you.

Name: _____

Address: _____

Telephone number: (____) _____

Please describe the decision or circumstances causing your complaint (give specific factual details).

What was the date of the decision or circumstances causing your complaint?

Please explain how you have been harmed by this decision or circumstance.

Please describe any efforts you have made to resolve your complaint informally and the responses to your efforts.

STUDENT RIGHTS AND RESPONSIBILITIES
STUDENT AND PARENT COMPLAINTS/GRIEVANCES

(EXHIBIT)

With whom did you communicate? _____

On what date? _____

Please describe the outcome or remedy you seek for this complaint.

Student or parent/guardian signature: _____

Signature of student's or parent's/guardian's representative: _____

Date of filing: _____

Complainant, please note:

A complaint form that is incomplete in any material way may be dismissed but may be refiled with all the required information if the refiling is within the designated time for filing a complaint.

Attach to this form any documents you believe will support the complaint; if unavailable when you submit this form, they may be presented no later than the Level One conference. Please keep a copy of the completed form and any supporting documentation for your records.

Exhibit B—Level One Response

_____ (date)
_____ (name of complainant)
_____ (address of complainant)

Dear _____:

Having considered the complaint we discussed in our Level One conference on _____ (date), I have decided on the following response:

[Note: When preparing the letter, include only one of the following sentences.]

For the following reasons, I am unable to provide the remedy you seek:

I will take the following actions to grant the remedy you seek for your complaint:

Although I am unable to provide the full remedy you seek for your complaint, I will take the following actions to provide a partial remedy:

(school based administrator)

Complainant, please note:

To appeal this response, you must file a written notice of appeal with the office of the Chief of Staff to make an appeal to the appropriate central office administrator within the time limits. A copy of the appeal form is attached to this notice.

Exhibit C—Level Two Appeal Notice

To appeal a Level One decision, or the lack of a timely response after a Level One conference, please fill out this form completely and submit it by hand delivery or U.S. mail to the Office of the Chief of Staff within seven business days of the response deadline or, if no response, within seven business days of the response deadline. Appeals will be heard in accordance with this policy or any exceptions outlined therein.

Name: _____

Address: _____

Telephone number: (____) _____

Campus: _____

If you will be represented in voicing your appeal, please identify the person representing you.

Name: _____

Address: _____

Telephone number: (____) _____

To whom did you present your complaint at Level One? _____

Date of conference: _____

Date you received a response to the Level One conference: _____

Please explain specifically how you disagree with the outcome at Level One.

Attach a copy of your original complaint and any documentation submitted at Level One.

Attach a copy of the Level One response being appealed, if applicable.

Student or parent/guardian signature: _____

Signature of the student's or parent's/guardian's representative: _____

Date of filing: _____

Exhibit D—Level Two Response

_____ (date)
_____ (name of complainant)
_____ (address of complainant)

Dear _____:

Having considered the appeal you presented at Level Two on _____ (date), I have decided on the following response:

[Note: When preparing the letter, include only one of the following sentences.]

I am unable to grant your request. I will uphold the decision made at Level One by _____ (name) and communicated to you in the Level One response.

I wish to grant your appeal and have instructed _____ (name) to find a resolution in keeping with the remedy you seek.

Although I am unable to fully grant your appeal, I have instructed _____ (name) to take the following actions as a partial remedy to your complaint:

Central Office Administrator

Complainant, please note:

To appeal this response, you must file a written notice of appeal with _____ within seven business days following the receipt of a response or, if no response, within seven business days of the response deadline. A copy of the appeal form is attached to this notice.

**Exhibit E—Level Three Appeal Notice:
Request for Review**

To appeal a Level Two decision, or the lack of a timely response after a Level Two conference, please fill out this form completely and submit it by hand delivery, fax, or U.S. mail to the appropriate chief level leader identified in your Level Two Response letter within seven business days following the receipt of a response or, if no response, within seven business days of the response deadline. Appeals will be heard in accordance with this policy or any exceptions outlined therein.

Name: _____

Address: _____

Telephone number: (____) _____

Campus: _____

If you will be represented in voicing your appeal, please identify the person representing you.

Name: _____

Address: _____

Telephone number: (____) _____

To whom did you present your appeal at Level Two? _____

Date of conference: _____

Date you received a response to the Level Two conference: _____

Please explain specifically how you disagree with the outcome at Level Two.

Attach a copy of your original complaint and any documentation submitted at Level One and a copy of your Level Two appeal notice.

Attach a copy of the Level Two response being appealed, if applicable.

Student's or parent's/guardian's signature: _____

Signature of student's or parent's/guardian's representative: _____

Date of filing: _____

Exhibit F—Level Three Response

_____ (date)
_____ (name of complainant)
_____ (address of complainant)

Dear _____:

Having heard the appeal you presented at Level Three on _____ (date),
I have decided on the following response:

[Note: When preparing the letter, include only one of the following sentences.]

I am unable to grant your request, I will uphold the decision made at Level Two by
_____ (name) and communicated to you in the Level Two response.

I am granting your request and have instructed _____ (name) to find a
resolution in keeping with the remedy you seek.

Although I am unable to fully grant your request, I have instructed
_____ (name) to take the following actions as a partial remedy to your
complaint:

Sincerely,

Chief

Complainant, please note:

You may appeal this response to the School Superintendent/CEO. You must file a written notice of appeal within ten business days with the School Superintendent/CEO. Please use the form provided with this response.

Exhibit G—Level Four Appeal Notice: Request for Review

To appeal a Level Three decision, or the lack of a timely response after a Level Three conference, please fill out this form completely and submit it by hand delivery or U.S. mail to the School Superintendent/CEO within seven business days following the receipt of a response or, if no response, within seven business days of the response deadline. Appeals will be heard in accordance with this policy or any exceptions outlined therein.

Name: _____

Address: _____

Telephone number: (____) _____

Campus: _____

If you will be represented in voicing your appeal, please identify the person representing you.

Name: _____

Address: _____

Telephone number: (____) _____

To whom did you present your appeal at Level Three? _____

Date of conference: _____

Date you received a response to the Level Three conference: _____

Please explain specifically how you disagree with the outcome at Level Three.

Attach a copy of your original complaint and any documentation submitted at Level One & Two and a copy of your Level Three appeal notice.

Attach a copy of the Level Two response being appealed, if applicable.

Student's or parent's/guardian's signature: _____

Signature of student's or parent's/guardian's representative: _____

Date of filing: _____

Exhibit H—Level Four Response

_____ (date)
_____ (name of complainant)
_____ (address of complainant)

Dear _____:

Having heard the appeal you presented at Level Four on _____ (date), I have decided on the following response:

[Note: When preparing the letter, include only one of the following sentences.]

I am unable to grant your request, I will uphold the decision made at Level Three by _____ (name) and communicated to you in the Level Three response.

I am granting your request and have instructed _____ (name) to find a resolution in keeping with the remedy you seek.

Although I am unable to fully grant your request, I have instructed _____ (name) to take the following actions as a partial remedy to your complaint:

Sincerely,

School Superintendent/CEO

Complainant, please note:

You may appeal this response to the LFNO Board. You must file a written notice of appeal within ten business days with the Chair of the Board and Secretary of the Board through the Office of Chief of Staff. Please use the form provided with this response.

Exhibit I—Appeal to the Board Notice

To appeal a Level Four decision, or the lack of a timely response after a Level Four appeal, please fill out this form completely and submit it by hand delivery or U.S. mail to the Chair of the Board and Secretary of the Board through the Office of Chief of Staff within ten business days following the receipt of a response or, if no response, within ten business days of the response deadline. Appeals will be heard in accordance with this policy or any exceptions outlined therein.

Name: _____

Address: _____

Telephone number: (____) _____

Campus: _____

If you will be represented in voicing your appeal, please identify the person representing you.

Name: _____

Address: _____

Telephone number: (____) _____

To whom did you present your appeal at Level Four? _____

Date you received a response to the Level Four appeal: _____

Please explain specifically how you disagree with the outcome at Level Four.

Attach copies of your Level One, Level Two, Level Three, and Level Four complaints and responses and any documentation previously submitted. Do not attach new documentation or complaints that were not considered at the previous level.

Student or parent/guardian signature: _____

Signature of student or parent/guardian representative: _____

Date of filing: _____

Exhibit J—Board’s Response to Final Appeal

_____ (date)

_____ (name of complainant)

_____ (address of complainant)

Dear _____:

Having heard the presentation of your appeal and in accordance with Board policy, the Board took the following action at its meeting on _____ (date):

[Note: When preparing the letter or announcing the decision at the Board meeting, include only one of the following sentences.]

We have denied your request and have upheld the Level Four decision.

We have granted your request and have instructed the Superintendent/CEO to find a resolution in keeping with the remedy you seek.

We have partially denied and partially granted your request and have instructed the Superintendent/CEO as follows:

Sincerely,

LFNO Board of Directors — Presiding Officer