

## Title: Complaint Process for the Gifted & Talented High School Program

Introduction: The PVRHSD Gifted & Talented (G&T) program values transparency and accountability in all its operations, including addressing concerns and complaints from students, parents, guardians, or stakeholders. This document outlines the procedure for lodging complaints within the G&T program.

1. Definition of a Complaint: A complaint is defined as any expression of dissatisfaction or concern about an aspect of the Gifted & Talented High School Program's operations, policies, procedures, or interactions.
2. Informal Resolution:
  - Step 1: Students, parents, guardians, or stakeholders are encouraged to address their concerns directly with the relevant teacher, counselor, or administrator involved.
  - Step 2: If the concern remains unresolved, the individual may request a meeting with the designated staff member to discuss the issue informally.
3. Formal Complaint Procedure:
  - Step 1: If the concern is not resolved through informal channels, the individual may submit a formal complaint in writing to the supervisor of instruction within 10 school days of the attempted informal resolution.
  - Step 2: The written complaint should include a clear description of the issue, any relevant documentation or evidence, and the desired outcome or resolution.
  - Step 3: Upon receipt of the formal complaint, the supervisor of instruction will acknowledge receipt within 3 school days and initiate an investigation into the matter.
  - Step 4: The investigation may involve gathering additional information, interviewing relevant parties, and reviewing pertinent documents.
  - Step 5: The supervisor will communicate the findings of the investigation and any proposed resolution to the complainant within 15 school days of receiving the formal complaint.
  - Step 6: If the complainant is satisfied with the proposed resolution, the matter will be considered resolved, and any necessary actions will be implemented.
  - Step 7: If the complainant is not satisfied with the proposed resolution, they may request a review by the Principal within 5 school days of receiving the response from the supervisor.
  - Step 8: The Principal will review the complaint, investigation findings, and proposed resolution, and provide a final decision within 10 school days.
  - Step 9: The decision of the Principal is final and binding.
4. Confidentiality: All complaints will be handled with sensitivity and confidentiality to the extent possible, respecting the privacy of all parties involved.

Conclusion: The PVRHSD G&T program is committed to addressing complaints promptly, fairly, and transparently to ensure the ongoing improvement and success of the program. We encourage open communication and constructive feedback from all stakeholders.