



**Fenton Charter Public Schools**  
11828 Gain Street Lake View Terrace, CA 91342  
(818) 896-7482

**POLICY FOR COMPLAINTS AGAINST PERSONNEL BY NON-EMPLOYEES**  
**EXTERNAL COMPLAINTS**  
(Complaints against Employees by Third-parties)

This policy is for use when a non-employee raises a complaint or concern about an employee of Fenton Charter Public Schools ("Charter School").

If complaints cannot be resolved informally, complainants may file a written complaint with the Chief Executive Officer or Chairperson of the Board (if the complaint concerns the Chief Executive Officer) 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 complainant's complaint. To submit a complaint, please use the attached "Complaint Form" at the end of this policy.

In handling the complaint, the Chief Executive Officer or designee shall abide by the following process:

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

Fenton Charter Public Schools – Policy for Complaints Against Personnel by Non-Employees  
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Executive Officer (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.

## COMPLAINT FORM

Your Name: \_\_\_\_\_ Date: \_\_\_\_\_

Date of Alleged Incident(s): \_\_\_\_\_

Name of Person(s) you have a complaint against: \_\_\_\_\_

List any witnesses that were present: \_\_\_\_\_

Where did the incident(s) occur? \_\_\_\_\_

Please describe the events or conduct that are the basis of your complaint by providing as much factual detail as possible (e.g., specific statements; what, if any, physical contact was involved; any verbal statements; what did you do to avoid the situation, etc.). (Attach additional pages, if needed.):

**I hereby authorize Fenton Charter Public Schools to disclose the information I have provided as it finds necessary in pursuing its investigation. I hereby certify that the information I have provided in this complaint is true and correct and complete to the best of my knowledge and belief.**

\_\_\_\_\_ Date: \_\_\_\_\_

Signature of Complainant

To be completed by the Charter School:

Received by: \_\_\_\_\_ Date: \_\_\_\_\_