

<h1>SEVEN GENERATIONS CHARTER SCHOOL</h1>	SECTION: COMMUNITY
	TITLE: 906 – PUBLIC COMPLAINTS
	ADOPTED: May 10, 2011
	REVISED: October 11, 2016, April 11, 2017

Policy	Residents and community groups who wish to make a request, suggestion or complaint concerning school staff, program, or other matters will be handled in a fair and impartial manner by Seven Generations Charter School (“Charter School”) administration.
Delegation of Responsibility	The Board of Trustees of Seven Generations Charter School authorizes the Chief Executive Officer (CEO) or his/her designee to enforce this policy
Procedures	<p><b>General Complaints</b></p> <p>The Board of Trustees of the Charter School shall become involved in such matters only in cases where the school administration is unable to remedy the situation. The administration will supply the Grievance Committee of Board of Trustees a complete detailed report. The Grievance Committee will review the material and will make a recommendation to the full Board of Trustees for their action. The complainant shall be advised of the Board's decision and shall be allowed to participate in the next Board meeting during the public comment portion.</p> <p><b>Federal Programs Complaints</b></p> <p>Complaints alleging violations of law in the administration of Federal programs (e.g. No Child Left Behind or Every Student Succeeds Act) at the Charter School shall be processed in accordance with the following procedures.</p> <p>The complaint must be filed with the Charter School as a written, signed statement that identifies:</p> <ol style="list-style-type: none"> <li>1. Alleged program violation.</li> <li>2. Facts supporting the alleged violation.</li> <li>3. Supporting documentation, such as information on discussions, correspondence or meetings with the school regarding the complaint.</li> </ol> <p>Complaints shall be referred to the Federal Programs Coordinator, who will notify the Chief Executive Officer (“CEO”) or his/her designee.</p> <p>The Federal Programs Coordinator will conduct an independent investigation, which could include but not be limited to:</p> <ol style="list-style-type: none"> <li>1. Visit to the building and/or or classroom that is the subject of the complaint.</li> <li>2. Opportunity to present evidence by all individuals and/or organizations involved.</li> </ol>

<p>References</p>	<p>3. Opportunity for each side to question parties of the other side and witnesses.</p> <p>When the investigation is completed, the Federal Programs Coordinator will prepare a report with a recommendation for resolving the complaint. The report will include:</p> <ol style="list-style-type: none"> <li>1. Name of the individual or organization filing the complaint.</li> <li>2. Nature of the complaint.</li> <li>3. Summary of the investigation.</li> <li>4. Recommended resolution.</li> <li>5. Reasons for the recommended resolution.</li> </ol> <p>The Federal Programs Coordinator will submit the report to the CEO or his/her designee, who will determine whether further investigation is required and/or all parties involved in the complaint will be notified of the resolution of the complaint by the Federal Programs Coordinator.</p> <p>The Federal Programs Coordinator will ensure that the resolution of the complaint is implemented.</p> <p>The time period between receipt and resolution of a complaint will not exceed sixty (60) calendar days, unless circumstances require additional time.</p> <p><u>Either party may appeal the final resolution to:</u>  The Pennsylvania Department of Education  Division of Federal Programs  PA Department of Education  333 Market Street  Harrisburg, PA 17126-0333</p> <p>School Code – 24 P.S. Sec. 510</p>
-------------------	---