

## SCHOLAR POLICY – GENERAL COMPLAINT

Compass Charter Schools (“CCS” or the “Charter School”) has adopted this General Complaint Policy to address concerns about CCS generally and/or regarding specific CCS employees. For complaints regarding harassment, discrimination, unlawful tuition, or other specific perceived violations of state or federal laws, please refer to the Charter School’s Title IX, Harassment, Intimidation, Discrimination, and Bullying Policy Anti-Discrimination and/or the Charter School’s Uniform Complaint Procedures. For all other complaints, this Policy, the General Complaint Form, and accompanying procedures will be appropriate. For any questions regarding the application of this Policy or CCS’s other policies, please contact the Superintendent & CEO, J.J. Lewis, at 818-824-6233 or [jlewis@compasscharters.org](mailto:jlewis@compasscharters.org).

### **INTERNAL COMPLAINTS (Complaints by Employees against Employees)**

This section of the Policy is for use when a CCS employee raises a complaint or concern about a co-worker.

If reasonably possible, internal complaints should be resolved at the lowest possible level, including attempts to discuss/resolve concerns with the immediate supervisor. However, in the event an informal resolution may not be achieved or is not appropriate, the following steps will be followed:

1. The complainant will bring the matter to the attention of the Superintendent & CEO as soon as possible after attempts to resolve the complaint with the immediate supervisor have failed or if not appropriate. The complainant will reduce his or her complaint to writing by completing the General Complaint Form, below, indicating all known and relevant facts. The Superintendent & CEO (or designee) will then investigate the facts and provide a solution or explanation; or
2. If the complaint is about the Superintendent & CEO, the complainant may file his or her complaint using the General Complaint Form, below, to the Chair of the Board of Directors (“Board”), who will then confer with the Board and may conduct a fact-finding or authorize a third-party investigator on behalf of the Board. The Chair or investigator will report his or her findings to the Board for review and action, if necessary.

This Policy cannot guarantee that every problem will be resolved to the employee’s satisfaction. However, CCS values each employee’s ability to express concerns and the need for resolution without fear of adverse consequence to employment.

### **POLICY FOR COMPLAINTS GENERALLY (General Complaints by Third Parties against CCS or CCS Employees)**

This section of the Policy is for use when either a complaint does not fall under other complaint procedures or a third party (non-employee) raises a complaint or concern about CCS generally or a CCS employee.

If reasonably possible, internal complaints should be resolved at the lowest possible level, including attempts to discuss/resolve concerns with the CCS employee directly. However, in the event an informal resolution may not be achieved or is not appropriate, the following steps will be followed:

1. Complainants may file a written complaint using the General Complaint Form, below, with the office of the Superintendent & CEO 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 complaint;
2. The Superintendent & CEO (or designee) shall use his or her best efforts to ascertain the facts relating to the complaint. Where applicable, the Superintendent & CEO (or designee) shall talk with the parties identified in the complaint or persons with knowledge of the particulars of the complaint to ascertain said facts; and
3. In the event that the Superintendent & CEO (or designee) finds that a complaint is valid, the Superintendent & CEO (or designee) may take appropriate action to resolve the problem. Where the complaint is against an employee of CCS, the Superintendent & CEO (or designee) may take disciplinary action against the employee. As appropriate, the Superintendent & CEO (or designee) may also simply counsel/reprimand employees as to their conduct without initiating formal disciplinary measures. The Superintendent & CEO's (or designee's) decision relating to the complaint shall be final.
4. If the complaint is about the Superintendent & CEO, the complainant may file his or her complaint in using the General Complaint Form, below, to the Chair of the Board, who will then confer with the Board and may conduct a fact-finding or authorize a third-party investigator on behalf of the Board. The Chair or investigator will report his or her findings to the Board for review and further action, if deemed necessary by the Board.

#### **GENERAL REQUIREMENTS**

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.

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.

Resolution: The Board, Superintendent & CEO, 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.