



VOYAGER: A PUBLIC CHARTER SCHOOL

"The Journey of Learning Never Ends"

POLICY NO.	DESCRIPTION	EFFECTIVE DATE
004	COMPLAINT POLICY	3/12/15 revised 11/19/15

PURPOSE:

The purpose of this policy is to provide information on addressing complaints (both public and internal) about Voyager employees or operation of the school. This policy does not cover complaints regarding discrimination or sexual harassment. Complaints regarding these topics will be addressed as indicated in Policy No. 001-PERSONNEL.

POLICY:

A. Voyager: A Public Charter School adheres to a policy for resolving complaints which includes an opportunity for complainants to be heard. The final administrative appeal will be heard by the school's Governing Board, except where the complaint pertains to a possible violation of any law or term under the Charter School Contract.

1. The Governing Board may choose to delegate the initial hearings of complaints to a subcommittee of the Board, a school employee (counselor for example), or the principal.
2. The full governing board will hear all final administrative appeals.

B. Procedures for Submitting Complaints

1. Complaints of a general nature may be submitted anytime directly to the Principal of the School. Individuals may elect to email the principal, call the school office, or provide written communication. An acknowledgement of receipt of the complaint will be provided to the originator within 2 working days. All complaints will be logged in the school office.
2. Complaints of a confidential nature may be submitted to the Principal anytime via one of the methods noted above. Acknowledgement will be provided within 2 working days. All complaints will be logged in the school office.
3. Complaints regarding faculty or other school employees will be referred directly to the Principal in writing. Faculty and staff complaints will be processed consistent with union contracts, requirements, and confidentiality rights.
4. Complaints regarding the Principal will initially be addressed to the Chair of the Voyager School Governing Board in writing.

C. Due Process

If complaint(s) cannot be resolved either to the satisfaction of the complainant or the Principal, both parties may request an opportunity to be heard by the school's Governing Board.

1. Appeals Process

- a. Every complainant may be provided an opportunity to be heard by the Governing Board, except when the complaint pertains to a possible violation of any law or term under the existing Charter School Commission contract. A complainant will be notified by the school and given 10 working days to appear before the school's Governing Board.
- b. The Chairperson of the Governing Board will conduct the hearing and render a written decision to both parties seven working days after the hearing. The decision of the Board is final.