

**Circle of Seasons Charter School  
8380 Mohr Lane  
Fogelsville, PA 18051**

**Board of Trustees Policy**

**Parent Complaint Procedure**

The Board of Trustees of Circle of Seasons Charter School recognizes that it has the primary responsibility to ensure compliance with applicable state and federal laws and regulations governing educational programs. The Board encourages the early, informal resolution of parental complaint and incidents whenever possible and appropriate.

To resolve complaints that cannot be resolved through such informal process, the Board shall adopt a uniform system of complaint processes specified below. This process shall be prompt, impartial, and equitable and shall comply with all applicable federal and state laws and regulations. For purposes of this policy and the accompanying regulation, "Complaint" means a written and signed statement alleging one or more violations of paragraphs #1-6 below. If the complainant is unable to put the complaint in writing, due to conditions such as a disability or illiteracy, the charter school shall assist the complainant in filing the complaint.

The charter school shall investigate and resolve the following complaints:

1. Any complaint alleging charter school violation of applicable state or federal law or regulations including but not limited to Free and Reduced Lunch and special education programs, including the Individuals with Disabilities Education Act, Section 504 of the Rehabilitation Act, the Americans with Disabilities Act, the Civil Rights Act, Every Child Succeeds Act, Title IX or any related Titles of the Elementary and Secondary Education Act.
2. Any complaint alleging unlawful discrimination in programs and activities against any person based on his/her actual or perceived characteristics of race or ethnicity, color, ancestry, nationality, national origin, ethnic group identification, age, religion, marital or parental status, physical or mental disability, sex, sexual orientation, gender, gender identity, gender expression, or genetic information or based on his/her association with a person or group with one or more of these actual or perceived characteristics. Unlawful discrimination includes, but is not limited to, discriminatory bullying, discriminatory intimidation, and sexual harassment.
3. Any complaint alleging that the Charter School has not complied with legal requirements related to the implementation of its charter;

4. Any complaint alleging retaliation against a complainant or other participant in the complaint process or anyone who has acted to uncover or report a violation subject to this policy

Any other complaint alleging non-discriminatory bullying shall follow the procedures in the School's Anti-Bullying Policy.

The Board recognizes that informal dispute resolution can, depending on the nature of the allegations, offer a process to reach a resolution to the complaint that is agreeable to all parties. Due to the implicit power imbalance between adults and students, such a process may only be offered to resolve complaints that involve both students and adults on a voluntary basis. Such a process shall not be offered or used to resolve any complaint involving sexual assault or sexual battery, even on a voluntary basis.

In filing and investigating complaints, the confidentiality of the parties involved shall be protected as required by law. As appropriate for any complaint alleging retaliation, unlawful discrimination, or bullying, the Chief Executive Officer shall maintain the integrity of the complaint process and shall keep confidential the identity of the complainant and/or the subject of the complaint, if he/she is different from the complainant.

The following complaint shall not be subject to the Board's Complaint Policy but shall be referred to the specified agency: Any complaint alleging child abuse or neglect shall be referred to Childline and the appropriate law enforcement agency.

Complaint Process:

- **Step 1:** Parent contacts\* school/teacher/staff regarding a complaint
- **Step 2:** If unresolved, School offers a meeting or conference
- **Step 3:** If unresolved, parent files a formal written Complaint with Chief Executive Officer;
- **Step 4:** Investigation of the complaint (within 5 business days when feasible; no more than 10 business days)
- **Step 5:** If unresolved, Parent presents formal written Complaint to the Board of Trustees.
- **Step 6:** Response to the complaint & final written decision (within 30 calendar days, but may be extended to 60 with Board approval)

\* *See Parent Handbook for contact procedures*

TO THE EXTENT THAT ANYTHING IN THIS POLICY COULD BE CONSTRUED TO CONFLICT WITH THE SCHOOL'S CHARTER OR APPLICABLE STATE AND/OR FEDERAL LAWS, THE APPLICABLE STATE AND/OR FEDERAL LAWS AND/OR CHARTER CONTROL.

Adopted this \_\_\_\_\_ day of \_\_\_\_\_, 2016

\_\_\_\_\_  
President

\_\_\_\_\_  
Secretary