

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

Board of Trustees Policy

326 Staff Complaint Procedure

The staff and administration of the Circle of Seasons Charter School ("Charter School") are expected to act in a student-centered, professional manner that reflects the commitment by the school to educate and enhance all areas of student learning.

The Board of Trustees of the 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 and employment. The Board encourages the early, informal resolution of employee complaints and incidents whenever possible and appropriate.

To resolve complaints that cannot be resolved through such informal process, the Board adopts 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.

In all matters except those related to Whistleblower Policy incidents and reportable issues related to mandatory reporting of abuse of children by staff, if disputes arise regarding employment related issues, all staff and administrators should follow the following procedures:

**Staff Complaints**

- Any staff in the school shall have the ability to take any concerns regarding the application of policies and administrative decisions affecting him or her to another level. In presenting such concerns, the staff shall be assured freedom from restraint, interference, coercion, discrimination or reprisal.
- All complaints shall be handled promptly and expeditiously.
- All complaints, including those under Title IX of the Education Amendments of 1972, shall be handled according to the following procedures.

Steps in Complaint Process:

1. First Level: Any complainant shall discuss it first with his or her direct administrator. However, if the complaint is against the direct administrator, the complainant should discuss it with the CEO/Principal.
2. Second Level: If the matter is not resolved by informal discussion, the complainant shall present the complaint in writing to the CEO/Principal and the Charter School's human resource administrator within five school days, giving the full details of the complaint. The CEO/Principal or his/her designee shall communicate a decision to the complainant in writing within three school days of the receipt of the written complaint.
3. Third Level: If the complaint remains unresolved, the complainant, no later than five (5) school days after the receipt of the above decision, may appeal it to the Personnel Committee of the

Board of Trustees. The appeal must be made in writing and must give details as to why the decision was unsatisfactory. The Personnel Committee shall provide a decision in writing to the complainant within ten (10) school days, though this deadline may be extended to fifteen (15) school days if the Personnel Committee and the complainant elect to meet in person to discuss the issue or provide the decision.

4. Fourth Level: If the complaint is not resolved, the complainant may, no later than five (5) school days after receipt of the above decision, appeal it to the Board of Trustees. The appeal shall be made in writing and must state reasons as to why the decision at the previous level was unsatisfactory. The Board, or a committee thereof, shall review the complaint and may, at the option of the Board, meet with the complainant and render a decision in writing within forty-five (45) calendar days of receipt of the appeal. If the Board decides not to hold a meeting, the complainant shall be notified not later than thirty (30) calendar days after receipt of the appeal.
5. For complaints related to the CEO/Principal, complainants must first attempt resolution with the CEO/Principal in accordance with Step 2 above before proceeding to the Board of Trustees in accordance with Steps 3 and 4.

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 special education programs;
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 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.

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 29<sup>th</sup> day of November, 2018

  
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President

  
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Secretary