

BUSINESS AND OPERATIONS: PUBLIC COMPLAINTS

[LAW]

Absent a specific written waiver from the commissioner of education, the board of a charter holder shall not delegate final authority to hear or decide employee grievances, citizen complaints, or parental concerns.

19 Tex. Admin. Code § 100.1033(c)(6)(C).

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[SAMPLE POLICY]

For purposes of this policy, "days" means school calendar days.

Citizens who are not parents or employees of ABC Charter School students (*See Student Policies: Complaints and Human Resources: Grievances*) having complaints or concerns regarding ABC Charter School shall first bring their complaints or concerns to the appropriate campus principal or school administrator. If the complaints cannot be resolved on an informal basis, at the campus level, the citizen may file a formal, written complaint.

Written citizen complaints must be brought within 10 days of the time the citizen knew, or should have known, of the event(s) or incident(s) giving rise to the complaint. *as soon as possible*

Written complaints or concerns must be addressed to the School Director, must be specific, and where possible, suggest a resolution. The Director shall attempt to respond in writing to all written complaints or concerns within 10 days of the receipt of the written complaint.

1. Citizens who are dissatisfied with the response of the School Director may make their complaint known, in writing, to the board of directors within 10 days of receiving the School Director's decision or within 30 days of the original event. The complaint shall be directed to the president of the board of directors, and shall include a copy of the written complaint to the School Director with his/her response. A copy of the complaint shall also be delivered to the School Director. The president of the board of directors shall, at the next regular meeting of the board, provide a copy of the complaint record to all board members. Any action of the board of directors regarding the complaint shall be taken in compliance with the Open Meetings Act

[OR]

1. Citizens who are dissatisfied with the response of the School Director may present their complaint to the board of directors during the time of Citizens' Presentations at the next regular meeting of the board of directors. The board shall "stop, look, and listen" to the complaint, but may not deliberate or act on the complaint except in compliance with the Open Meetings Act.

The failure of the board to act on a complaint has the effect of upholding the decision below.