

**Spectrum Charter School
4369 Northern Pike
Monroeville, PA 15146**

Board of Trustees Policy 326.2

COMPLAINT POLICY

While the Board of Trustees of the Spectrum Charter School encourages the public, including teachers and staff, to attend Board meetings and to offer comment, the Board of Trustees recognizes that from time to time issues may be made known to the Board in a forum other than at a public Board meeting. The Board of Trustees welcomes the opportunity to address such issues within the parameters of the Sunshine Act and this policy.

Constructive criticism of the Charter School is also welcomed by the Board of Trustees whenever such criticism is motivated by a sincere desire to improve the quality of the educational program or to equip the school to carry out its mission more effectively. The Board of Trustees similarly welcomes the opportunity to address such complaints within the parameters of the Sunshine Act and this policy.

The Board directs that a chain of review be followed prior to bringing criticisms or individual issues to the Board of Trustees. The chain of review is as follows:

Delegation of Authority

A. Matters Regarding a Staff Member

A matter specifically directed toward a staff member shall be addressed, initially, to the concerned staff member who shall discuss it with the complainant and make every effort to provide a reasoned explanation or take appropriate action within his/her authority.

If a satisfactory solution is not achieved by discussion with the staff member, the matter shall be discussed with the CEO.

Wherever necessary, the CEO is directed to establish additional procedures to carry out this policy.

If a satisfactory solution cannot be reached with the CEO, the matter shall be referred to the President of the Board of Trustees. The Board of Trustees has the discretion to refuse to accept complaints or criticisms pertaining to individual employees of the Charter School without specific documentation of attempts to resolve the issue with the

employee in question. Any matter appealed to the Board of Trustees by a complainant shall be in writing and sent to the Board President.

Where practical, matters will be addressed by the Board within thirty (30) days of receipt of the written request. The party appealing to the Board will provide a written background of the matter, with information such as the responses of individuals with whom the appellant met in the Charter School. The Board may request additional documentation through the CEO.

Decisions of the Board of Trustees shall be final.

The Board of Trustees recognizes that certain employment actions may only be made by a quorum of the Board in accordance with Pennsylvania's Sunshine Act.

Individual Board members do not have the authority to speak for the entire Board on specific subjects. Therefore, in the event that a complaint or a specific issue is made known to an individual Board member, whether verbally or through writing, the individual Board member will share that complaint with the full Board of Trustees within the parameters of the Sunshine Act.

The individual Board member will respond to the issue presented by an individual only in order to convey to the individual that the Board member cannot respond for the full Board of Trustees and will refer the matter to the President of the Board.

The Board member will provide the individual/ complainant with a copy of this policy. In the event that the Board determines that the delegation of authority process has been followed, the Board will determine whether to address the issue/complaint in executive session or at a public Board meeting depending upon what forum is necessary as recommended by the CEO and permitted by the Sunshine Act.

B. Other Matters

A request, suggestion, or complaint relating to a matter of school policy, procedures, program, operation, pupil progress, pupil well-being, extra-curricular activities, or instructional materials, etc., should be addressed to the CEO, and then, if unresolved to the President of the Board as described above. Responses will be made in accordance with the parameters of part A and the Sunshine Act.

C. Matters Regarding an Individual Board Member or Board Policy

A request, suggestion or complaint relating to an individual Board member shall first be made known to the individual Board member. The Board member may consider the issue within the parameters of this Policy and the Sunshine Act. If the issue cannot be resolved between the individual Board member and the individual/ complainant, the full Board of Trustees shall be informed in writing. The full Board of Trustees shall

consider this issue in accordance with the provisions of Paragraph A and in accordance with the Sunshine Act.

A request, suggestion or complaint relating to a Board policy shall be made known to the full Board of Trustees. The full Board of Trustees shall consider this issue in accordance with the provisions of Paragraph A and in accordance with the Sunshine Act.

All documents, communications, and records relevant to a complaint shall be filed in a separate file and not kept in the personnel file of any of the participants.

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