

## **General Complaint Policy**

### **Region(s): CA**

Rocketship values the concerns of our parents, staff, students, and community and takes all concerns and complaints seriously. The following complaint procedure should be employed to ensure that complaints receive full consideration.

#### **I. Use of General Complaint Process**

Rocketship's complaint process should be used as follows:

1. to deal with complaints and concerns pertaining to the educational environment, employment arrangements, or interpersonal conflicts;
2. to allege violations of federal or state law, or of the school's charter;

Please note that any complaints alleging discrimination, harassment, intimidation, bullying or violations under Title IX should refer to Policy #403.1.

#### **II. Who May File a Complaint**

The procedures set forth below may be used by complainants who are students, parents, or visitors. Employees and contractors should refer to the Employee Handbook to follow procedures for filing complaints.

#### **III. Confidentiality**

All documentation and information related to an investigation conducted as a result of a complaint is considered confidential and is not to be revealed or discussed by any participant with persons not involved with the complaint or decision-making process.

#### **IV. Informal Complaints**

Because most difficulties can be resolved by communicating a concern to someone, complainants are encouraged to discuss their concern or complaint promptly and candidly with their immediate supervisor, student's teacher, or the school principal. The complainant is not required to discuss his/her complaint with the alleged harasser or perpetrator in any manner or for any reason prior to initiating a formal complaint.

#### **V. Complaint Process Regarding School Site Procedures, Practices, and Policies**

Complaints should follow the process outlined below when they wish to file a formal complaint described in Section I above.

1. Fill out a Complaint Form, available at the school's front office. In the Complaint Form, complainants should describe the nature of the complaint and any steps taken so far to resolve the issue. The Complaint Form should be submitted to the school Principal. Complaint Forms must be submitted within 90 days of encountering the issue that is the subject of the complaint.
2. The Principal will immediately initiate an adequate, reliable, and impartial investigation of the complaint. This will include interviewing witnesses, obtaining any relevant documents, and

allowing parties to present evidence. The investigation is considered highly confidential and is not to be revealed or discussed by any participant with persons not directly involved with the decision-making process.

The investigation will be concluded within 15 school days of receiving the complaint unless “exceptional circumstances” justify a more expedited response. The amount of time granted for an exceptional circumstance will be determined on an individual case basis.

Upon receiving a complaint, the Principal shall also promptly notify the designated Rocketship Regional Director.

3. The Principal will prepare a final report with a recommendation for resolving the complaint. The final report will give the name of the party bringing the complaint, the nature of the complaint, a summary of the investigation, the recommended resolution, and the reasons for recommendation. The Principal should keep the final report on file and provide a copy of this report to the complainant. The Principal should report any incident found to be discrimination, harassment, intimidation or bullying based on membership in a protected class, along with the results of the investigation, to [compliance@rsed.org](mailto:compliance@rsed.org) within 24 hours of the conclusion of the investigation.
4. If the complainant is not satisfied with the Principal’s response, he/she may appeal to the Principal’s direct supervisor. All appeals must be in writing and include the reason for appeal. Appeals must be submitted to the appropriate party within 15 school days of receiving the response.
5. The Principal’s supervisor will conduct an investigation upon receiving the appeal. This process may include an interview with the decision-maker to discuss the rationale. The supervisor will issue a written resolution within 15 school days of receiving the appeal.
6. If the complainant is not satisfied with the supervisor’s resolution, he/she may file a final appeal to a Review Committee to be comprised of one member of the Board of Directors’ Achievement Committee, the Regional Director, and either the Senior Director of Schools or Chief Talent Officer. The Review Committee will conduct an investigation upon receiving the appeal. This process may include an interview with the decision-maker to discuss the rationale. The Review Committee will issue a written resolution within 15 business of receiving the appeal. Any decision of the Review Committee shall be final. The Review Committee shall hear appeals in its reasonable discretion.

If the original complaint pertains to the school Principal, complainants should begin by filing their complaint with the Principal’s direct supervisor as described in Steps 4-5 above. Appeals will go to the review committee as described in Step 6.

## **VI. Prohibition Against Retaliation**

Rocketship will not retaliate against any person who files a complaint in accordance with this policy, or any person who participates in proceedings related to this policy.

In addition, Rocketship will not tolerate any form of retaliation against any person who makes a good faith report or complaint about perceived acts of harassment, discrimination, or concern, or who cooperates in an investigation of harassment, discrimination, or a concern. Any person who is found to be engaging in

any kind of retaliation will be subject to appropriate disciplinary action.

**VII. Modification**

Rocketship may approve modification of the foregoing procedures in a particular case if the modification is for good cause and does not violate the due process rights or the complainant or any policies of Rocketship.

**VII. Contact Information**

The contact information for the school principal can be found on the school's website. The school principal shall assist any complainant in obtaining the proper contact information for the principal's supervisor, should the complainant wish to pursue an appeal as described in Section V above.

**IX. Other Remedies**

This complaint process does not bar complainants from filing claims in other forums to the extent permitted by state and federal law.

*Approved by Rocketship Education Board of Directors, Inc. 8/30/2016*

Revised: 7/1/2020