

## Walden Academy

### Complaint Procedure for Parents, Students, Employees Regarding School Policy, Procedure, Practice or Employees

This form and process is available for any parent, student, employee or resident who wishes to initiate a complaint against any Walden Academy policy, practice, or procedure or a school employee. The complainant shall attempt to resolve the complaint at Step 1. If not applicable or possible, the complainant may go to the next appropriate step, the employee's immediate supervisor or School Director.

Please write the nature of the complaint. (This should be a description in your own words of the grounds of your complaint, including all names, dates and places necessary for a complete understanding of your complaint).

This complaint pertains to:

A School Policy, Practice or Procedure  
Policy, Practice or Procedure: \_\_\_\_\_

A School Employee  
Employee's Name: \_\_\_\_\_

Please write the nature of the complaint. (This should be a description in your own words of the grounds of your complaint, including all names, dates, and places necessary for a complete understanding of your complaint, as well as any attempts you have made to resolve. You may attach additional pages).

**Please print name, address and telephone number**

Complainant's Name (Student's name, if applicable): \_\_\_\_\_

Complainant's Phone Number: \_\_\_\_\_

Complainant's Address, City and Zip Code : \_\_\_\_\_

Complainant's email address: : \_\_\_\_\_

I certify that the information I have provided relative to this complaint is true and correct. Complainant's

Signature \_\_\_\_\_ Date Signed \_\_\_\_\_

Exhibit A

**Step 1: Informal Resolution**

Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, you should communicate directly with the employee involved in order to resolve concerns. If you are unable or unwilling to resolve the complaint directly with the employee, you may file a written complaint directly to the School Director or immediate supervisor (Step 2).

**Step 2: Filing a Written Formal Complaint If the complaint was not resolved informally (Step 1),** you have the right to submit a formal written complaint to the School Director. If this complaint is against the School Director, it should be filed with the Chairperson of the Board. A formal written complaint must include: the name of the employee, policy, procedure or practice involved; a brief but specific summary of the complaint; and a description of any prior attempt to resolve the complaint informally. (See reverse side of this form).

**Step 3: Conference and Response**

The School Director or Governance Committee shall communicate with the parties within five (5) working days of receipt of the written complaint. The School Director or Governance Committee shall provide a written response to the parties within five (5) working days from the date of the conference with the parties.

For employee related complaints, the School Director's decision is final.

For School Director related complaints, the Board's decision is final.

Request for Initial Resolution of my complaint

Name \_\_\_\_\_ Date \_\_\_\_\_

**Steps 4 and 5 apply only to complaints and concerns regarding school policy.**

**Step 4: Governance Committee Conference and Response**

The GC shall attempt to resolve the complaint to the satisfaction of the person involved within fifteen (15) days of receiving the appeal.

The GC will communicate their findings and resolution to all parties in writing. The complainant may appeal the decision from the GC to the Board of Directors.

Request for GC Resolution of my complaint

Name \_\_\_\_\_ Date \_\_\_\_\_

**Step 5: Board Hearing for any Complaint Regarding a School Policy**

The Board may elect to hold a hearing and render a finding or support the finding made at Step 4 without holding a hearing. The decision of the Board is final and will be communicated to the complainant by the School.

Request for Board Hearing of my complaint

Name \_\_\_\_\_ Date \_\_\_\_\_