



**SCHOOL COMPLAINT PROCESS** EFFECTIVE DATE 05/01/2012

**SOP 3.10**

SIGNATURE

A handwritten signature in black ink, appearing to be "R. P.", is written over a horizontal line.

PROPOSED BY VP Sponsorship Operations

**PURPOSE**

The SCHOOL COMPLAINT PROCESS provides consistency in the handling and monitoring of complaints that rise to the level of the sponsor. Complaints may originate with the public, the Ohio Department of Education, parents or other stakeholders. Complaints can be received via email, telephone or in person.

**SCOPE**

The process applies to all CSS staff who manage complaints. The President may designate a complaint manager.

**PROCEDURE**

- 1) Within twenty-four (24) hours of receipt of a complaint, CSS staff shall forward complaint to the President or designated complaint manager.
- 2) **If the complaint involves health or safety issues, it must be addressed immediately. Health and safety violations may require immediate suspension of the school. Please direct all health and safety issues to the President directly.**
- 3) Depending upon the nature of the complaint, the complaint manager shall do the following:
  - i) Review email communication regarding complaint.
  - ii) Investigate complaint, which may include:
    - Calling School Leader (Principal, CAO, Director, whomever is in charge of the day to day operations of the school)
    - Communicating with operator or designee
    - Communicating with governing authority president or designee, depending on the nature of the complaint
    - Calling Parent or complainant
  - iii) After investigation, complaint manager may consult with President prior to resolution.



- iv) Complaint manager shall document complaint and resolution on prescribed form.
- v) If the complaint is verified it may require a corrective action plan. See CORRECTIVE ACTION PLAN PROCESS
- vi) Complaint manager will communicate resolution to ODE and complainant if necessary.

## **DOCUMENTATION / VERIFICATION**

Complaints are documented consistently as follows:

*Location of documentation:*

S:/COMPLAINTS

*Naming convention:* School Name+Complaint+Date

Ex: Complaints/ABC School/enrollment complaint/05012013

*Supporting documentation included with this process:*

1. Complaint Form
2. Complaint Tracking Form

## **DOCUMENT HISTORY**

Orig. Date May 2012

Rev. Date May 2013

Rev. December 2014

Rev. March 2017

## **REVIEW AND APPROVAL**

Reviewers of the SCHOOL COMPLAINT PROCESS are as follows:

Reviewed By: Management Team

Date: 3/2/17

Approved By: President David L. Cash, Jr.

Date: 3/2/17

The effective date is as of the date signed above. Processes are consistently reviewed and revised as necessary throughout the term. The SCHOOL COMPLAINT PROCESS may be implemented as currently written and will be formally evaluated and revised as necessary going forward.