



STANDARD OPERATING PROCEDURE 3.10

PROCEDURE TITLE: School Complaint Process

Department: Compliance Department

Proposed by: VP Sponsorship Operations

Effective Date: 05/01/2012

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 Department of Education and Workforce, parents or other stakeholders. Complaints may be received via mail, email, telephone/text 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 the 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. The Complaint Manager shall document on a spreadsheet all received complaints and identify the date the complaint was received as well as the status of the complaint.
4. Depending upon the nature of the complaint, the complaint manager shall do the following:
 - a. Review all communication regarding complaints.
 - b. Investigate complaint, which may include:
 - i. Calling School Leader (Principal, Superintendent, Director, whomever is in charge of the day to day operations of the school)
 - ii. Communicating with operator or designee



- iii. Communicating with governing authority president or designee, depending on the nature of the complaint
- iv. Calling Parent or complainant
- c. After investigation, the complaint manager may consult with the President prior to resolution.
- d. Complaint manager shall document complaint and resolution, including follow-up with the complainant, on prescribed form.
- e. All completed complaint forms will be added to the shared drive within thirty (30) days of the complaint resolution.
- f. If the complaint is verified it may require a corrective action plan. See CORRECTIVE ACTION PLAN PROCESS
- g. Complaint Manager will communicate resolutions to DEW and complainant if necessary.

DOCUMENTATION / VERIFICATION

Complaints are documented consistently as follows:

Location of documentation:

S:/COMPLAINTS:/[School Year]

Supporting documentation included with this process:

1. Complaint Form

DOCUMENT HISTORY

Orig. Date May 2012
Rev. Date May 2013
Rev. December 2014
Rev. March 2017
Rev. April 2020
Rev. June 2023



REVIEW AND APPROVAL

Reviewers of the SCHOOL COMPLAINT PROCESS are as follows:

Reviewed By: Management Team

Date: 06/30/2023

Approved By: President David L. Cash, Jr.

Date: 06/30/2023

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.