

STANDARD OPERATING PROCEDURE 5.05: SCHOOL COMPLAINT PROCESS

July 1, 2025

A. 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.

B. APPLICABILITY

The process applies to the Legal Department and all CSS staff members that are assigned to investigate a complaint.

C. DEPARTMENT RESPONSIBILITIES

Responsible Department: **Legal Department**

Other Departments: *C Suite Level Executives*

D. PROCEDURE

1. Within twenty-four (24) hours of receipt of a complaint, CSS staff shall forward the complaint to the Legal Department.
 2. The Legal Department shall review the complaint within forty-eight hours (48) of receipt from the CSS Staff member to determine whether the complaint involves any health or safety issues.
 3. If the complaint involves health or safety issues, it must be addressed immediately. Health and safety violations may require immediate suspension of the school. The Legal Department will inform the C Suite Level Executives of any health or safety violations complaints received.
 4. The Legal Department shall track and document all received complaints. For tracking purposes, the Legal Department will identify the date the complaint was received, the name of school involved in the complaint, whether it is a health or safety violation, if it was a health or safety violation was it handled immediately, the status of the complaint, whether a CAP was required, whether the complaint requires informing the Ohio Department of Education and Workforce, and any notes regarding the complaint. The Legal Department shall review the information contained in the complaint, and forward the complaint along to the appropriate staff member to conduct an investigation.
 5. Depending upon the nature of the complaint, the CSS staff member shall do the following:
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- a. Review all communication regarding the complaint.
 - b. Investigate the complaint, which may include:
 - i. Calling the 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 the governing authority president or designee, depending on the nature of the complaint
 - iv. Calling the parent or the complainant
 - c. Document the complaint investigation and if applicable the resolution. The documentation of the investigation, follow-up with the complainant, and resolution shall be included on the prescribed form.
6. All completed complaint forms will and all documentation received relating to the complaint shall be added to the shared drive within ten (10) days of the complaint resolution. After investigation, the CSS staff member shall inform the Legal Department that the investigation has been concluded.
7. The Legal Department will review the complaint investigation on the form and any documentation provided to ensure that the investigation is complete. If the complaint has not been completed, then the Legal Department may request the CSS staff member to conduct further actions in the investigation.
8. If the Complaint is verified, the Legal Department shall notify the C Suite Level Executives and request further steps as needed. If the complaint is verified it may require a corrective action plan. See CORRECTIVE ACTION PLAN PROCESS.
9. The C Suite Level Executives shall review the investigation report with any recommendations necessary to determine if any follow-up is needed or if the complaint is considered closed.
10. The Legal Department will communicate resolutions to DEW and the complainant if necessary.

E. DOCUMENTATION

Complaints are documented consistently as follows:

Location of documentation:

S:/COMPLAINTS:/[School Year]

Supporting documentation included with this process:

Complaint Form

F. GLOSSARY

Allegation, violation, health issue, safety issue, investigation, recommendation

G. CROSS REFERENCED SOP'S

Standard Operating Procedure 3.01 Intervention Process

H. REVIEW AND APPROVAL

Approved By: Chief Executive Officer David L. Cash, Jr.

Date: 06/30/2025

