



Irvine International Academy  
4782 Karen Ann Ln, Irvine, CA 92604

## **GENERAL COMPLAINT POLICY FOR STUDENTS, PARENTS AND GUARDIANS**

Irvine International Academy (the “Charter School”) has adopted this General Complaint Policy to address concerns about the Charter School generally and/or regarding specific Charter School employees. For complaints regarding unlawful discrimination, harassment, intimidation or bullying, unlawful pupil fees, or other specific perceived violations of state or federal laws, please refer to the Charter School’s Title IX, Harassment, Intimidation, Discrimination, and Bullying Policy and/or the Charter School’s Uniform Complaint Policy and Procedures. For all other complaints, this Policy, the General Complaint Form, and accompanying procedures will be appropriate.

These below procedures are designed in accordance with the philosophy that the majority of parent/guardian general complaints are most successfully addressed by site-level school staff members and administrators.

### **Filing of General Complaint**

Only a parent or guardian (or his/her representative) of a currently enrolled student may utilize the General Complaint procedures.

Complaints pursuant to this Policy may not be anonymous, must be put in writing on the attached form, and must be signed by the complainant. If a complainant requests to submit a formal complaint to any school administrator or teacher, that administrator or teacher can inquire whether the complainant wishes to utilize the formal procedures herein, or whether they simply desire informal resolution at the site level. In the event the complainant wishes to utilize these formal procedures, such administrator or teacher shall refer the complainant to this Policy and attached form and specifically inform the complainant of their responsibility to put the complaint in writing. Complainants who make verbal complaints to any other Charter School staff members shall be directed to discuss their concerns with the principal or another appropriate administrator.

Complainants must utilize the attached form for their complaint to be regarded as a General Complaint. If a complainant states to Charter School staff that he or she is unable to put his/her complaint in writing due to conditions including but not limited to disability or illiteracy, Charter School staff shall assist him/her in putting his/her verbal complaint in writing. However, if the complainant is capable of, but refuses to or neglects to put his/her complaint in writing by utilizing the attached form, Charter School may not have sufficient information to conduct an investigation into the concerns. The form shall be completed as soon as possible after the events that give rise to the complainant’s concerns.

The completed, signed form shall be sent to the principal or designated administrator at:

4782 Karen Ann Ln, Irvine CA 92604  
iia\_admin@irvineia.org

If the complaint is about the principal, the complainant may file their complaint by sending it to the Executive Director directly, who shall investigate and schedule a meeting with complainant. Alternatively, the complaint form can still be sent to the principal, who will forward to the Executive Director.

If the complaint is about the Executive Director, the complainant may file their complaint by sending it to the Chair of the Board, who will then conduct a fact-finding investigation or authorize a third-party investigator on behalf of the Charter School. Alternatively, the complaint form can still be sent to the principal, who will forward to the Chair of the Board. The Chair or investigator will report the findings to the Board, in closed session for review and further action, if necessary.

Unless the complaint is about the principal or Executive Director, the Charter School shall follow the below procedures:

### **1) Step 1: Initial Meeting with Staff Member**

The principal or designee will arrange a mutually agreeable date and time (not to exceed ten (10) business days from the date of receipt of the written complaint) for the complainant and designated Charter School staff member(s) to meet to discuss the complaint and attempt to resolve it. For the purposes of this Policy, a business day shall be defined as a day that the school is open.

The principal or designee would not typically be present at this meeting, unless the principal or designee determines their involvement would be appropriate.

The designated staff member(s) shall use their best efforts to ascertain the facts relating to the complaint. When applicable, designated staff member(s) shall confer with the parties identified in the complaint or persons with knowledge of the particulars of the complaint to ascertain said facts.

Charter School shall provide complainant with the staff member(s)' decision in the form of a written response within ten (10) business days of the initial meeting. The response shall state that if complainant is dissatisfied with the staff member(s)' decision, complainant can request a follow-up meeting with the Charter School principal within ten (10) business days of the date of the written response.

### **2) Step 2: Follow-up Meeting with Principal**

If the complainant requests the follow-up meeting with the principal, at his or her discretion, the principal may choose to meet with the complainant jointly with the pertinent staff member(s) initially involved in the dispute resolution.

The principal shall use their best efforts to ascertain the facts relating to the complaint. When applicable, the principal shall confer with the parties identified in the complaint or persons with knowledge of the particulars of the complaint to ascertain said facts.

Charter School shall provide complainant with the principal's decision in the form of a written response within ten (10) business days of the follow-up meeting. The response shall state that if complainant is dissatisfied with the principal's decision, complainant can request a meeting with the Executive Director within ten (10) business days of the date of the written response.

### **3) Step 3: Escalation to the Executive Director**

If the complainant requests a final meeting with the Executive Director or designee, at his/her discretion, the Executive Director or his/her designee may choose to meet with the complainant jointly with the pertinent staff member(s), another administrator, and/or the principal.

The Executive Director shall use their best efforts to ascertain the facts relating to the complaint. When applicable, the principal shall confer with the parties identified in the complaint or persons with knowledge

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of the particulars of the complaint to ascertain said facts.

If the complaint is not resolved at this meeting, the Executive Director or his/her designee may, at his/her discretion, conduct an additional investigation. Regardless of whether an investigation is conducted, the Charter School shall provide Complainant with the Executive Director or designee's final decision via a written response within thirty (30) business days of the meeting.

The decision of the Executive Director or his/her designee shall be final and is not appealable to the Charter School Board of Directors.

- **If the original complaint is about the principal, the complainant may file their complaint by using a General Complaint Form (sample below) and sending it to the Executive Director directly.**
- **If the complaint is about the Executive Director, the complainant may file their complaint by using a General Complaint Form (sample below) and sending it to the Chair of the Board, who will then conduct a fact-finding investigation or authorize a third-party investigator on behalf of the Charter School. The Chair or investigator will report the findings to the Board, in closed session for review and further action, if necessary.**

#### GENERAL ASSURANCES

1. Confidentiality: All complainants shall be notified that information obtained from the complainants, and thereafter gathered during the investigation, shall be maintained in a manner as confidential as possible, but in some circumstances absolute confidentiality cannot be guaranteed.
2. Non-Retaliation: All complainants shall be advised that complainants shall be protected against retaliation as a result of the filing of any complaints or participation in any complaint process.
3. Resolution: The Board, Executive Director, or designee, principal, and designated staff members (at various stages in the process) will investigate complaints appropriately under the circumstances, and if necessary, take appropriate remedial measures to ensure effective resolution of any complaint.

### Parent/Guardian General Complaint Form

Student Name	
Grade	
Parent Name(s)	
Address	
City, State, Zip	
Telephone (home)	
Telephone (business)	
Email	

School Site Staff Member(s) involved:
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NATURE OF COMPLAINT: (This should be a description in your own words of the grounds of your complaint, including all names, dates, witnesses, and places necessary for a complete understanding of your complaint. Please include any proposed resolutions. (Attach additional sheets if necessary.)


I hereby authorize the Charter School to disclose the information I have provided as it finds necessary in pursuing its investigation. I hereby certify that the information I have provided in this complaint is true and correct and complete to the best of my knowledge and belief.

**Please provide a signature below. All complaints should be dated.**

Signature of Complainant: Date:
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<p><b>FOR SCHOOL USE ONLY:</b></p> <p>Date complaint received: _____</p> <p>School staff member who received complaint: _____</p>
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