

## Patron Complaint Policy

1. Any complaints regarding an employee or issues relating to the operation of individual classrooms or the school should follow these procedures. All concerns will be considered to be confidential by all concerned parties. All concerns will be consistent with the operational policies of the Board of Directors of Rolling Hills Public Charter School. The safe and orderly operation and environment of the school is the primary consideration in considering all complaints and concerns.
  1. A parent who is concerned about the performance of their own child should consult with the teacher.
    - i. If the parent and teacher are not able to resolve the problem, then it should be taken to the school principal for appropriate consideration.
  2. A parent who is concerned with certain aspects of the operation of the classroom, the Harbor Method or the curriculum should consult with the school principal.
    - i. The principal will bring the concern to the Governing Board should it not be resolved to the patron, teacher and administrator's satisfaction.
  3. A patron who is concerned with the operation of the school, the performance of the administrator or school policies should consult with the school principal.
    - i. The principal will bring the concern to the Governing Board should it not be resolved.
2. The Board of Directors shall not consider any complaint raised by a parent or any other party in open meeting unless that issue has first been presented to the school administrator and a satisfactory resolution has not been reached.
3. Any complaint relating to any employee or any student or group of students will only be addressed by the Board of Directors in executive session. The Board reserves the right to utilize any investigative tool or technique legally available to make factual findings relating to a complaint prior to making any decisions.