

PSOE Complaint Policy
Version 2
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Purpose

Any person or group having a legitimate interest in the operations of Paramount Schools of Excellence (PSOE) shall have the right to present a request, suggestion, complaint, or concern relating to school personnel, the program, or the operations of PSOE. At the same time, the Paramount Board of Directors has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide the means for judging each public complaint and concern in a fair and impartial manner and to seek a remedy where appropriate.

This procedure sets forth the process for resolving a complaint presented by any individual or organization that: (1) a school representative, school, or other agency authorized by PSOE did not properly follow school rules, school policy, or has violated the law.

Prior to any formal complaint, matters concerning an individual student or school representative should first be addressed to the student's teacher or a school representative. Should the matter remain unsettled, the issue should be directed to the VP of School Culture or the employee's immediate supervisor. If the VP of School Culture cannot settle the matter satisfactorily, it may be submitted as a complaint.

Submission of a Complaint

What is a complaint?

A complaint is a written allegation that a school representative, school, or other agency authorized by a school has either not properly followed school rules, school policy, or has violated the law. An allegation may be submitted in writing or electronically.

Should a complaint or appeal not follow the policies and procedures set forth in this document, it will not be considered valid, and will not be subject to any official response or resolution.

What information should a complaint include?

A complaint must identify:

1. The alleged violation/offense;
2. The facts supporting the alleged violation/offense; and
3. Any supporting documentation

Can a complaint be submitted anonymously?

All anonymous complaints submitted through electronic methods, by proxy, via phone, or by mail will be taken seriously and investigated internally to the extent possible. Please understand that it is very difficult and in some instances not possible to fully investigate anonymous complaints because of difficulty gathering facts and information necessary to conduct a full, fair, and complete investigation.

Persons submitting anonymous complaints should identify the following:

1. The alleged violation/offense;
2. The facts supporting the alleged violation/offense; and
3. Any supporting documentation.

How and where should a complaint alleging a violation by a school representative, school, or other agency authorized by a school be sent?

To initiate a complaint, a complainant must submit a written complaint to the VP of School Culture via email.

Investigation of a Complaint

What happens after a written complaint alleging a violation of rules, policy, or law by a school representative, school, or other agency authorized by the school is submitted to the CEO?

When a written complaint is received, PSOE issues a Letter of Acknowledgement to the complainant within ten (10) business days of receipt of the complaint. This letter contains the following information:

1. The date that the complaint was received;
2. A brief statement of the manner in which the school will investigate the complaint;
3. If necessary, a request for additional information regarding the complaint;
4. A tentative resolution date that is sixty (60) days from the date that the written complaint was received; and
5. The name and phone number of a contact person for status updates

Based on the facts of the alleged issue, an extension of time may be required to resolve the complaint. If an extension is required, the school issues a follow-up letter prior to the initial resolution date informing the complainant of the revised timeframe.

What happens after a written complaint alleging a violation of rules, policy, or law by the CEO?

When a written complaint is received, the Paramount School Board of Directors initiates the response and follow-up. The Paramount School Board of Directors issues a Letter of Acknowledgement to the complainant within ten (10) business days of receipt of the complaint. This letter contains the following information:

1. The date that the complaint was received;
2. A brief statement of the manner in which the school will investigate the complaint;
3. If necessary, a request for additional information regarding the complaint;
4. A tentative resolution date that is sixty (60) days from the date that the written complaint was received; and
5. The name and phone number of a contact person for status updates.

Based on the facts of the alleged issue, an extension of time may be required to resolve the complaint. If an extension is required, the school issues a follow-up letter prior to the initial resolution date informing the complainant of the revised timeframe.

What information is sent about the investigation regarding a complaint about a school representative, school, or other agency authorized by a school?

The CEO coordinates the investigation of the complaint. When the investigation is complete, the CEO notifies the complainant in writing regarding the outcome of the investigation.

Resolution of the Complaint

How are violations by a school representative, school, or other agency authorized by a school resolved?

If a violation has occurred, the CEO assigned to oversee the matter identifies and imposes the appropriate consequences or corrective action as required by regulation to resolve the complaint.

How are violations by the CEO resolved?

If a violation has occurred, the Paramount School Board of Directors identifies and imposes the appropriate consequences or corrective actions as required by regulation to resolve the complaint.

Appeal Process

Can a complainant appeal the CEO's decision?

If the complainant does not agree with the CEO's decision, the complainant may appeal to the Paramount School Board of Directors by submitting the appeal in writing at the school office to the attention of the Board President.

The complainant must appeal no later than 30 days after the CEO resolves the complaint or fails to resolve the complaint within a reasonable period of time. The appeal must be accompanied by a copy of the CEO's resolution of the complaint and a complete statement of reasons supporting the appeal. All appeals are overseen by the Paramount School Board of Directors and managed in the identical manner previously outlined for investigating and responding to complaints.