



Book	Board of Trustees Policy
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Agora Cyber Charter School

Board of Trustees Policy

COMMUNITY/PUBLIC COMPLAINTS POLICY

The Board of Trustees (the “Board”) of the Agora Cyber Charter School (“Charter School”) welcomes inquiries, suggestions and constructive criticism regarding the Charter School’s programs, personnel, operations and facilities. Any parent/guardian, student, resident or community group shall have the right to present a request, suggestion or complaint. The Board will be responsive to parents/guardians, students, residents or community groups by maintaining an open line of communication and responding promptly to any grievances.

There will be a variety of avenues to register complaints or concerns, and to ask questions about the Charter School’s progress toward its goals. These avenues include talking with a teacher and/or administrator, sending a comment or concern via email or the school’s parent portal to the administration, addressing a concern to the Home and School Association and entering a comment during the public comment period of the regularly scheduled Board meetings. All grievances will be handled expeditiously and diplomatically, with the intention of bringing those involved in the conflict to a consensus and satisfactory resolution.

Attempts to resolve public concerns and complaints of Charter School residents shall begin with informal, direct discussions among the affected parties, following the established guidelines and Charter School organizational structure. Only when informal meetings fail to resolve the issue shall more formal procedures be utilized.

Any requests, suggestions or complaints directed to individual Board members and/or the Board shall be referred to the Chief Executive Officer (“CEO”) for consideration and action. If further action is warranted, based on the initial investigation, such action shall proceed in accordance with the established guidelines.

Guidelines

General Complaint Procedure

General complaints about Board policy and Charter School procedures, programs, operations, facilities and personnel shall be processed in accordance with the following procedure.

First Level - Complaints and requests shall be addressed initially to the concerned employee, who shall discuss it with the complainant and attempt to provide a reasonable explanation or take appropriate action within the employee's authority.

As appropriate, the staff member shall report the matter and the resolution to his or her immediate supervisor.

Second Level - If the issue cannot be resolved satisfactorily at the first level, it shall be discussed by the complainant with the employee's immediate supervisor.

Third Level - If a satisfactory resolution is not achieved by discussion with the employee's immediate supervisor, a conference shall be scheduled with the CEO or designee. The supervisor shall provide to the CEO or designee a report that includes the specific nature of the complaint, brief statement of relevant facts, how the complainant has been affected adversely, the action requested, and the reasons why such action should be taken or not taken.

Fourth Level - Should the matter not be resolved by the CEO or designee to the complainant's satisfaction, or is beyond the CEO's authority, and requires Board action, the CEO or designee shall provide the Board with a complete report.

Final Level - After reviewing all information relative to the complaint, the Board shall provide the complainant with its written decision within fifteen (15) days of receipt of all such information.

The Board of Trustees shall become involved in such matters only in cases where the school administration is unable to remedy the situation. The administration will supply the Board of Trustees with a complete detailed report. The complainant shall be advised of the Board's decision and shall be allowed to participate in the next Board meeting during the public comment portion.

TO THE EXTENT THAT ANYTHING IN THIS POLICY COULD BE CONSTRUED TO CONFLICT WITH THE SCHOOL'S CHARTER OR APPLICABLE STATE AND/OR FEDERAL LAWS, THE APPLICABLE STATE AND/OR FEDERAL LAWS AND/OR CHARTER CONTROL.