

**TEMECULA VALLEY CHARTER SCHOOL
Board Policy**

1000 Community Relations

1004 Complaints Concerning School Policy

Board Action: APPROVED

Effective Date: 8-20-15

The Board of Directors believes that the quality of the education program can improve when the school listens to complaints, considers differences of opinion, and resolves disagreements through an established, objective process.

The Board of Directors encourages complainants to make public statements at Board meetings or submit written correspondence to the Board of Directors addressing specific complaints about school policy. While the Board of Directors may or may not be able to take immediate action, complaints can be referred by the Board of Directors to the Executive Director/Principal or Designee for investigation.

Individual Board of Directors members do not have authority to resolve complaints. If approached directly with a complaint, Board members should listen to the complaint and show their concern by referring the complainant to the Executive Director/Principal or Designee so that the problem may receive proper consideration.