

**TEMECULA VALLEY CHARTER SCHOOL  
Board Policy**

**1000 Community Relations**

**1013 Complaint Policy and Dispute Resolution Procedure**

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**Board Action:**

**Effective Date: 6-03-16**

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The following guidelines shall prescribe the manner in which complaints are handled:

A. Any complaint shall be put in writing and addressed to the Executive Director/Principal or designee. A written complaint shall include:

1. The full name of each person involved
2. A brief but specific summary of the complaint and the facts surrounding it
3. A specific description of any prior attempt to discuss the complaint with the person and the failure to resolve the matter

B. The Executive Director/Principal or designee shall investigate the complaint as necessary and shall promptly mail a written notice to the Complainant of the date, time, and place of a meeting between the Complainant and the Executive Director/Principal or designee, which shall occur no later than fifteen (15) school days following the receipt of complaint.

C. If no resolution can be agreed upon between the Executive Director/Principal or designee and the Complainant, the complainant may submit the complaint to the Board of Directors. The Board of Directors will determine if it will further consider the matter.

D. If the Board of Directors determines it will further consider the matter, it may seek additional investigation by the Executive Director/Principal or designee as it deems necessary.

E. The Board of Directors shall address the complaint at the next Regular Board meeting following any additional investigation.

F. The Board of Directors will make the final determination regarding the dispute and shall notify the Complainant of the Board's determination within ten (10) school days of the determination.

Nothing in this procedure shall require or allow the Board of Directors, nor any other employee of TVCS to release confidential pupil or employee information to the Complainant or in any other unlawful manner unless required by law.