

Rilke Policy 007: Complaints

1. Scope

- a. The purpose of this policy is to define Rilke Schule's complaint process as a charter school within the Anchorage School District. This policy provides additional clarification and procedures not addressed in the school district's student handbooks relative to charter schools. It may be used by any student, parent, guardian, Rilke employee, or other concerned individual or entity.
- b. This policy details the formal complaint process, the only authorized process to formally submit a concern to the APC and have it be entered into the official record. Concerns or complaints raised to the APC in any other format are informational only and will not initiate the formal investigatory, response, and resolution processes contained in this policy.
- c. The APC recommends that all complaints be resolved at the lowest level possible.

2. Responsibilities

- a. Rilke Staff
 - i. Shall attempt to resolve the matter at the lowest possible level and inform the principal of the outcome.
 - ii. Inform grievant that matter shall be elevated to the principal for review and resolution before a formal complaint can be submitted to the APC. If the matter directly involves the principal, staff shall advise the grievant to directly contact the APC chair.
- b. Principal
 - i. Shall attempt to resolve the matter at the lowest possible level and inform the APC of the outcome at the next regularly scheduled APC meeting.
 - ii. If the matter directly involves the principal, the principal shall advise the grievant to directly contact the APC chair.
- c. APC chair and secretary
 - i. Acknowledge receipt of the complaint in writing to the grievant within two (2) working days.
 - ii. Refer the matter to the chair of the Performance Committee for further action.
 - iii. Record final resolution of the matter in the official APC record.
- d. Performance Committee Chair
 - i. Provide instruction to the chair of the Ethics and Inquiries Subcommittee of the Performance Committee (or such committee as shall subsequently be charged with such responsibilities) to substantiate and/or investigate the matter.
 - ii. Reviews reports of findings, providing written response to the APC and grievant in cases of non-concurrence.
 - iii. Maintains awareness of status of investigations and the response timeline established in this policy.
- e. Ethics and Inquiries Subcommittee Chair
 - i. Makes an initial determination whether the matter is substantiated and warrants further investigation.
 - ii. Conducts investigations and writes report of findings containing recommended courses of actions or remedies.

3. Timeline

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- a. Formal complaints must be filed using the Rilke Complaint Form and be submitted in hard copy or electronic copy to the APC Chair and Secretary within ten (10) days of the grievant becoming aware of the event/issue.
- b. The APC Performance Committee's Subcommittee on Ethics and Inquiries will review the complaint within five (5) working days and provide written response to the grievant and APC whether or not the matter is substantiated and warrants further investigation.
 - i. If it is not substantiated, the written response will outline the reasons and the matter will be considered closed. This decision may be appealed.
 - ii. If the matter is substantiated, the subcommittee will launch an investigation, which shall be concluded in thirty (30) days or less.
 1. If additional investigatory time is needed, the subcommittee chair may request an additional thirty (30) day extension from the Performance Committee chair.
 2. Upon the conclusion of the investigation, the subcommittee will provide a written report of findings and recommended remedies to the Performance Committee chair.
 3. The Performance Committee chair will review the report within five (5) working days and either concur, concur with comments, or not concur with the findings.
 - a. If the chair concurs, the chair will add the report to the Performance Committee's overall report at the next regularly scheduled APC meeting for consideration by the APC board.
 - b. If the chair does not concur, the chair will provide a copy of the subcommittee's report along with a letter detailing the non-concurrence, with a copy to the APC and a copy to the grievant. At this point the matter is considered closed. This decision may be appealed.
 4. The APC chair will provide a copy of the report of findings and a letter detailing the resolution and/or corrective actions taken within five (5) working days after the next regularly scheduled APC meeting. A copy of these documents will be maintained by the APC secretary and a copy will be provided to the grievant. The matter will be considered closed at this time. No further appeals exist within Rilke Schule after this point.

4. Appeals

- a. All appeals must be made in writing to the APC chair and secretary within five (5) days of the grievant receiving official APC response.
- b. Appeals as to whether a matter is substantiated or not will be referred to the Performance Committee chair.
- c. Appeals concerning the Performance Committee chair's decision will be elevated to the APC at the next regularly scheduled meeting. The APC will support or reverse the Performance Committee chair's ruling with a majority vote.
 - i. If the APC supports the committee chair's ruling, the matter will be considered closed and no further appeals may be made.
 - ii. If APC reverses the ruling, the report will be returned to the Performance

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Committee for reconsideration and reconciliation with the subcommittee for action within two (2) weeks or less. The amended report will be added to the next regularly scheduled APC meeting for a board vote. No further appeals may be made after this point.