



‘A ‘ohe pau ka ‘ike i ka hālau ho‘okāhi

Connections Public Charter School

A Community, Business & Education Learning ‘Ohana

Connections Public Charter School’s Governing Board has an established Complaints Policy. The Governing Board is aware that disagreements may arise periodically. School officials will strive to resolve these disagreements in a timely fashion. The procedure below has been developed to resolve all complaints.

Procedure for Filing a Complaint
(ANONYMOUS COMPLAINTS WILL NOT BE ACCEPTED)

- All complaints shall be directed to the Connections PCS Director. The school’s director shall be provided with all information regarding the complaint. All complainants should use the provided form or separate pieces of paper. Complaints should be specific with all known details.
- The complainant shall include a statement of which law, administrative rule, section of the school’s contract, school policy, ethics provisions, or any other requirement(s) believed to have been violated.
- Complaints shall be mailed, faxed, or hand delivered to the attention of the school’s director.
- The school’s director will review the complaint and all documentation submitted.
- The school director will contact the complainant and set up an appointment to attempt to resolve the complaint. This will usually occur within five (5) business days after receipt of the complaint.
- If the complaint is resolved, a resolution statement will be delivered to the complainant in writing within 60 days of receipt of the complaint. The time limit of 60 days will only be extended if exceptional circumstances exist and the director and complainant are in agreement. Both parties can also agree to an extension of the timeline.
- If the complaint cannot be resolved by the school’s director within the 60 day timeline, and no extension exists, the complaint will be referred to the Connections PCS Governing Board at the next scheduled business meeting. The governing board may delegate the investigation of the complaint to an ad hoc or subcommittee of the Board for recommendations at the subsequent business meeting.
- If the complaint is still unresolved by the end of the subsequent business meeting, it will be heard by the full school governing board. All decisions of the Connections PCS Governing Board are final and may not be appealed to the governing board.
- *The school disseminates adequate information about the complaint procedure to the families of all enrolled students. Connections PCS Governing Board policies are available for public review in the school’s main office.*
- *A log of all complaints received is maintained by the Connections PCS Governing Board.*



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COMPLAINT FORM

Please provide a statement of which law, administrative rule, section of the school’s contract, school policy, ethics provisions, or any other requirement(s) believed to have been violated. Include the facts on which your complaint is based. You may deliver your complaint by mail, fax, email, or hand deliver to the Director of Connections PCS.

(Print Name)

(Relationship with School)

(Legal Signature)

(Date)