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**INTERNAL COMPLAINT POLICY**

The Sage Oak Charter Schools (“School”) Board of Directors recognizes the need for providing employees with a complaint process to file a formal complaint about another staff member. The Board expects that employees and supervisors will make every effort to resolve employee complaints and disagreements informally before resorting to formal complaint procedures. The Superintendent or designee shall establish complaint procedures which allow employees to appeal to the Board.

**PERSONNEL - EMPLOYEE COMPLAINT PROCEDURE**

The following guidelines shall prescribe the manner in which complaints by a School employee about a co-worker are handled:

1. A "complaint" shall be defined as an alleged misapplication of the school's policies, regulations, rules or procedures, or significant discomfort felt by or towards an employee. Procedures for the resolution of employee complaints provide a route of appeal through administrative channels and to the Board, if necessary.
2. Complaints involving unlawful harassment, including sexual harassment, shall be addressed under Sage Oak Charter School’s “Prohibiting Unlawful Harassment, Discrimination, and Retaliation” policy or, when applicable, the “Title IX, Sex-Based Discrimination and Sex-Based Harassment” policy. The Uniform Complaint Policy/Procedure (“UCP”) shall be used to address complaints alleging that the Charter School has violated federal or state laws or regulations governing educational programs.
3. All matters related to a complaint shall be kept as confidential as possible, but in some circumstances, absolute confidentiality cannot be assured.
4. All documents, communications, and records dealing with the complaint shall be placed in a school complaint file.
5. No reprisals shall be taken against any participant in a complaint procedure by reason of such participation.
6. Time limits specified in these procedures may be reduced or extended in any specific instance by written mutual agreement of the parties involved. If specified or adjusted time limits expire, the complaint may proceed to the next step.
7. Any complaint not taken to the next step within prescribed time limits shall be considered settled on the basis of the answer given at the preceding step.
8. At all times, employees are expected to act professionally and handle complaints with discretion and the preservation of dignity for all parties involved. Gossip and complaints to staff members with no ability to solve the problem is counterproductive and to be avoided.

**Informal Complaints**

Employees and those with complaints about employees are encouraged to resolve complaints informally. Informal efforts to resolve the issues include:

1. The complainant should first address their concerns to the person with whom the complainant has an issue. If the complainant is uncomfortable going directly to the person involved, they may go immediately to step 2.

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2. The complainant should discuss the concerns with their immediate supervisor. In the case of a non-employee complaining about an employee, the complainant should go to the employee's supervisor. If the concerns are ABOUT the supervisor and the complainant is uncomfortable, they may go directly to step 3.

3. The last step in the informal process is for the employee to discuss the issue with a Human Resources administrator. If the issues are not resolved to the complainant's satisfaction, they may initiate the formal complaint procedure.

**Formal Complaint Procedure - Step 1**

If a complaint has not been satisfactorily resolved by informal procedures, the complainant may file a written complaint with the immediate supervisor or Human Resources within 60 days of the act or event which is the subject of the complaint.

Within fifteen working days of receiving the complaint, the immediate supervisor or HR shall conduct any necessary investigation and meet with the complainant in an effort to resolve the complaint.

The immediate supervisor or HR shall present all concerned parties with a written answer to the complaint within thirty working days after the meeting. Specific information in the response regarding disciplinary steps taken, if any, will be limited to appropriate privacy levels.

**Formal Complaint Procedure - Step 2**

If a complaint has not been satisfactorily resolved in Step 1, the complainant may file the written complaint with the Superintendent or designee within five working days of receiving the answer at Step 1. All information presented at Step 1 shall be included with the complaint, and the immediate supervisor or HR shall submit to the Superintendent or designee a report describing attempts to resolve the complaint at Step 1.

Within ten working days of receiving the complaint, the Superintendent or designee shall conduct any necessary investigation and meet with the complainant in an effort to resolve the complaint.

The Superintendent or designee shall present all concerned parties with a written answer to the complaint within ten working days after the meeting.

**Formal Complaint Procedure - Step 3**

If a complaint has not been satisfactorily resolved at Step 2, the complainant may file a written appeal to the Board within five working days of receiving the answer at Step 2. All information presented at Steps 1 and 2 shall be included with the appeal, and the Superintendent or designee shall submit to the Board a report describing attempts to resolve the complaint at Step 2.

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An appeal hearing shall be held at the next regularly scheduled Board meeting which falls at least 12 days after the appeal is filed. This hearing shall be held in closed session if the complaint relates to matters properly addressed in closed session.

The Board shall make its decision within 30 days of the hearing and shall mail its decision to all concerned parties. The Board's decision shall be final.

Report Complaints to Sage Oak Charter Schools 1473 Ford St., Suite 105, Redlands CA 92373, Attention Human Resources// or email human resources at [hr@sageoak.education](mailto:hr@sageoak.education)

INTERNAL COMPLAINT POLICY

INTERNAL COMPLAINT FORM

Your Name: \_\_\_\_\_ Date \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

School/Work Location: \_\_\_\_\_

Date of alleged incident(s): \_\_\_\_\_

Name of person(s) you have a complaint against: \_\_\_\_\_

List any witnesses that were present: \_\_\_\_\_

Where did the incident(s) occur?  
\_\_\_\_\_

Please describe the events or conduct that are the basis of your complaint by providing as much factual detail as possible (e.g. specific statements; what, if any, physical contact was involved; any verbal statements; what you did to avoid the situation, etc.) Attach additional pages, if needed.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I hereby authorize the School to disclose the information I have provided as it finds necessary in pursuing its investigation. I hereby certify that the information I have provided in this complaint is true and correct and complete to the best of my knowledge and belief. I further understand that providing false information in this regard could result in disciplinary action up to and including termination.

\_\_\_\_\_  
Signature of Complainant

To be completed by School:

Received by: \_\_\_\_\_

Date: \_\_\_\_\_