

Complaints Procedure

Kanu o ka 'Āina New Century Public Charter School strives to be fair, equitable and consistent in the implementation of all programs, policies and procedures and actions.

Any individual having a concern or dispute may do so in accordance with the following steps:

1. Complaints should first be addressed at the school site by talking with the teacher or the staff immediately involved in the situation to attempt to reach resolution.
2. If the situation is not resolved, the complainant may take the complaint directly to the school administration for resolution.
3. The administrator will schedule a *kūkākūkā* with the complainant, administrator and staff member involved.
4. Every effort will be made to resolve the disagreement to the satisfaction of all parties at this level.
5. If the complainant is not satisfied with the response, the complainant may submit a formal complaint in writing to the Governing Board for resolution and make a direct, in person appeal to the Governing Board at its regularly scheduled meeting unless the complaint is of a crisis or emergency nature at which time a special governing board meeting may be called at the discretion of the Governing Board.
6. The Governing Board will hear all sides of the issues at this meeting before rendering a decision which will be final.
7. The Governing Board will forward its decision to the complainant in writing.