

## **Endeavor College Preparatory Charter School Stakeholder Complaint Procedures**

These procedures are intended to clarify steps to be followed in the event that any member of the public, including parents of existing, former, or potential students, has a complaint against the school.

### **Step 1**

Many complaints can be resolved through informal, open communication and individuals with complaints are encouraged to first communicate directly with the parties involved to seek resolution.

### **Step 2**

If the involved parties are unable to resolve the issue through informal communication, they may bring the issue to the attention of the Principal, who will hear the issue and render a decision.

### **Step 3**

If the Principal is unable to resolve the issue, or if the complaint involves the Principal, the complaint will be elevated to the Executive Director. The complaint should be submitted in writing to the complaint designee, who will forward the complaint to the Executive Director. Contact information for this designee is listed below and shall be clearly posted in the school's main office. The Executive Director will follow up with the individual who brought the complaint within 48 hours.

### **Step 4**

If the Executive Director is unable to resolve the issue, or if the complaint involves the Executive Director, the complaint will be elevated to the Board of Directors. The complaint should be submitted in writing to the complaint designee, who will forward the complaint to the Board Chair. The Board Chair will appoint an individual Board Member to follow up with the individual who brought the complaint within 48 hours.

### **Step 5**

If the individual Board Member is unable to resolve the issue, the complaint may be brought to the full Board of Directors at the next regularly scheduled board meeting. Any involved parties will be afforded the opportunity to present their case to the Board. The Board will review the complaint and the Board Chair will respond in writing on behalf of the Board to all parties concerned. The decision of the Board is final.

Due to Brown Act requirements, the agenda for regular board meetings must be posted at least 72 hours in advance of the meeting. Requests for the board to take action on a complaint must be made prior to this deadline. Requests made less than 72 hours before a regular board meeting will be added to the agenda for the next month's regular board meeting.

### **Complaint Designee:**

Evelyn Rodriguez

Operations Manager

(323) 458-8203

[erodriguez@endeavorcollegeprep.org](mailto:erodriguez@endeavorcollegeprep.org)

1263 S. Soto St., Los Angeles, CA 90023