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Community-Public  
Complaints Policy  
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# Renaissance Community Public Complaints Policy

## 1 GENERAL GUIDELINES

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The Board of Trustees (the “Board”) of the Renaissance Academy Charter School (“Charter School”) welcomes inquiries and suggestions regarding the Charter School’s programs, personnel, operations and facilities. Any parent/ guardian, student, community member or group shall have the right to present a request, suggestion or complaint. The Board will be responsive to all stakeholders by maintaining an open line of communication and responding promptly to any grievances.

There are three avenues to register complaints or concerns, and to ask questions about the Charter School’s progress toward its goals. 1. Suggestion box in the Main Office. 2. Email [ra\\_board@rak12.org](mailto:ra_board@rak12.org). 3. Appear at a public board meeting. All grievances will be handled by the board or a special committee of the board appointed by the president, to review the complaint and provide a summary of the findings and if necessary any recommendations for action.

Attempts to resolve public concerns and complaints of Charter School residents shall begin with informal, direct discussions among the affected parties, following the established guidelines and Charter School organizational structure. Only when informal meetings fail to resolve the issue shall more formal procedures be utilized.

Any requests, suggestions or complaints directed to individual Board members and/or the Board shall be referred to the Chief Executive Officer (“CEO”) for consideration and action. If further action is warranted, based on the initial

investigation, such action shall proceed in accordance with the established guidelines. Complaints will be maintained in strict confidentiality and made accessible to only involved parties, Board, and CEO.

## **2 COMPLAINT PROCEDURES**

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### **Board Complaint Procedure**

General complaints about Board policy and Charter School procedures, programs, operations, facilities and personnel shall be processed, first, in accordance with the existing school procedures.

Should matters not be resolved by the CEO or designee to the complainant's satisfaction, or is beyond the CEO's authority, and requires Board action, the CEO or designee shall provide the Board with a complete report.

After reviewing all information relative to the complaint, the Board shall provide the complainant with its written decision within fifteen (15) days of receipt of all such information.

The Board of Trustees shall become involved in such matters only in cases where the school administration is unable to remedy the situation. The administration will supply the Board of Trustees with a complete detailed report. The complainant shall be advised of the Board's decision and shall be allowed to participate in the next Board meeting during the public comment portion.