

Horizon Academy West Policy regarding Concern, complaint, or Inquiry (CCI)

Do you have a CONCERN, COMPLAINT, or INQUIRY?

Stage 1: Speak to the person with whom you have the concern, complaint, or inquiry (Informal Conference).

Matters involving:

- Governing Council, Regulatory Compliance, Accreditation & Licensing, and Human Resources, contact *Director*.
- Matters involving Operations, Staff Development, Credentialing & Licensing, Student Assessment & Evaluation, contact *Director*.
- Strategic Development, Resource Development, Program Development, Attendance, Student Behavior, contact *Director or Dean of Students*.
- Front Office Management, Fundraising and Information on Criminal Background Checks, contact *Business Manager or Director*.

Please visit website for any employee contact information.

Stage 2: If after speaking to the aforementioned person, you still have a concern, complaint, or inquiry, schedule a meeting with the Director.

- Meetings will be at a mutually agreeable date and time.
- The Director will keep written records of the meeting.
- If your matter is still not resolved and you wish to proceed to Stage 3, see below CCI form.

Stage 3: Submit a written CCI form to any Governing Council member.

Please visit website for Governing Council contact information.

- The Governing Council may meet or form an investigative committee.
- The Governing Council will issue a final written decision.

CONCERN, COMPLAINT, or INQUIRY STEPS (CCI)

Steps that should be followed when completing the CCI Form:

- All CCI's shall be initiated at Stage 1 within ten (10) consecutive school calendar days from the date of incident.
- No parent, student, employee or community member shall suffer retaliation, discrimination, harassment, intimidation, or other unfavorable behavior as a result of their CCI.
- When necessary, any conference (Stage 2) held to resolve the matter must be held at a mutually agreed time that does not interfere with the regular school program.
- A CCI file shall be maintained by HAW administration. All documents produced during this process shall be stored in this file. All parties agree to uphold confidentially with regards to the proceedings and resolution. No CCI shall be made public unless (1) mutual consent is obtained, (2) the matter is decided by the Governing Council, (3) the matter is pursued beyond the scope of this policy, or (4) disclosure is otherwise required by applicable law or court order.
- A grievant may terminate the process at any level by indicating in writing a desire to do so, by accepting the resolution at that stage, or by failing to pursue the complaint at the next stage within the specified period.
- Stage 2: If the original CCI involved the Director, see the Dean of Students or Business Manager.
- Stage 3: All CCI's shall be submitted in writing to be considered by the Governing Council.
- Time limits shall be extended at any level by mutual agreement between grievant and Director, and/or Governing Council, as applicable. All complaints will terminate at the last stage accomplished and be deemed resolved, unless an extension was granted, or the next stage initiated.
- Responses to the grievant shall be communicated to the Director, Coordinators, and applicable staff member(s).
- Decisions rendered by the Governing Council are final and non-appealable.

The Governing Council will only address situations after all other avenues were exhausted. Complaints against an identifiable source or program shall be discussed in closed session. The Governing Council may form an ad hoc committee to investigate the matter. The Governing Council will then have thirty (30) consecutive school calendar days to decide and notify the grievant in writing.

Horizon Academy West
CONCERN, COMPLAINT, or INQUIRY FORM (CCI)

Name: _____ Date: _____

Address: _____

Telephone: _____ Email: _____

Specify if you are a Parent, Guardian, Employee, etc: _____

Stage 1: I spoke with _____

Your concern, complaint or inquiry and why the resolution was not acceptable to you (Please provide as much detail as possible, attach additional pages if needed) _____

Stage 2: I met with _____

Your concern, complaint or inquiry was still not addressed/acceptable due to (Please provide as much detail as possible, attach additional pages if needed) _____

Stage 3: What action would you like the School to take? _____

Signature: _____ Date: _____