



# CATCH High School

## GENERAL COMPLAINT FORM

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

Mailing Address or Email Address: \_\_\_\_\_

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 (i.e. specific statements; what, if any, physical contact was involved; any verbal statements; what did you do to avoid the situation, etc.) (Attach additional pages, if needed):

I hereby authorize CATCH High 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 providing false information in this regard could result in disciplinary action up to and including termination.

Signature of Complainant

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

Print Name

To be completed by School:

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

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

## **CATCH HIGH SCHOOL General Complaint Policy**

### ***General Complaint Policy and Procedure***

CATCH Prep Charter High (“CATCH” or “Charter School”) has adopted this General Complaint Policy to address concerns about the Charter School generally or regarding specific employees. For complaints regarding harassment or perceived violations of state or federal laws, please refer to the Charter School’s Harassment, Intimidation, Discrimination, & Bullying Policy and/or the Charter School’s Uniform Complaint Procedures. For all other complaints, the General Complaint form and accompanying procedures will be appropriate.

### **Internal Complaints**

(Complaints by Employees against Employees)

This section of the policy is for use when a Charter School employee raises a complaint or concern about a co-worker.

If reasonably possible, internal complaints should be resolved at the lowest possible level, including attempts to discuss/resolve concerns with the immediate supervisor. However, in the event an informal resolution may not be achieved or is not appropriate, the following steps will be followed by the Principal (or designee):

1. The complainant will bring the matter to the attention of the Principal as soon as possible after attempts to resolve the complaint with the immediate supervisor have failed or if not appropriate; and
  
2. The complainant will reduce his or her complaint to writing, indicating all known and relevant facts. The Principal (or designee) will then investigate the facts and provide a solution or explanation within fifteen (15) calendar/business days;
  
3. If the complaint is about the Principal, the complainant may file his or her complaint in a signed writing to the Chief Executive Officer/ Superintendent (or designee) who will conduct an investigation. Should the Complainant find the Chief Executive Officer/ Superintendent (or designee’s) resolution unsatisfactory, the complaint may appeal to the Chair of the Board of Directors of the Charter School within ten (10) calendar/business days of receiving the written finding, who will then confer with the Board and may conduct a fact-finding or authorize a third party investigator on behalf of the Board. The Chair or investigator will report his or her findings to the Board for review and action, if necessary, within twenty-five (25) calendar/business days.

4. If the complaint is about the Chief Executive Officer/Superintendent, the complainant may file his or her complaint in a signed writing to the Board Vice President (or designee) who will conduct an investigation. Should the Complainant find the Board Vice President's (or designee's) resolution unsatisfactory, the complaint may appeal to the Chair of the Board of Directors of the Charter School within ten (10) calendar/business days of receiving the written finding, who will then confer with the Board and may conduct a fact-finding or authorize a third party investigator on behalf of the Board. The Chair or investigator will report his or her findings to the Board for review and action, if necessary, within twenty-five (25) calendar/business days.

This policy cannot guarantee that every problem will be resolved to the employee's satisfaction. However, CATCH values each employee's ability to express concerns and the need for resolution without fear of adverse consequence to employment.

### **Policy for Complaints Generally**

(General Complaints and Complaints by Third Parties against Employees)

This section of the policy is for use when either a complaint does not fall under other complaint procedures or a third party (non-employee) raises a complaint or concern about Charter School generally, or a Charter School employee.

If complaints cannot be resolved informally, complainants may file a written complaint with the Principal, Chief Executive Officer/ Superintendent (only if the complaint concerns the Principal), or Board President (only if the complaint concerns the Chief Executive Officer/ Superintendent) as soon as possible after the events that give rise to the complainant's concerns. The written complaint should set forth in detail the factual basis for the complaint.

In processing the complaint, Principal (or designee) shall abide by the following process:

1. The Principal (or designee) shall use his or her best efforts to ascertain the facts relating to the complaint. Where applicable, the Principal (or designee) shall talk with the parties identified in the complaint or persons with knowledge of the particulars of the complaint to ascertain said facts. This investigation will be completed within fifteen (15) calendar/business days.
2. In the event that the Principal (or designee) finds that a complaint is valid, the Principal (or designee) may take appropriate action to resolve the problem. Where the complaint is against an employee of Charter School, the Principal (or designee) may take disciplinary action against the employee. As appropriate, the Principal (or designee) may also simply counsel/reprimand employees as to their conduct without initiating formal disciplinary measures.
3. The Principal (or designee) decision relating to the complaint shall be final unless it is appealed to the Chief Executive Officer/ Superintendent and then to the Board of Directors of the Charter School. The Complainant can appeal this decision within ten (10) calendar/business days of receiving the written finding. The decision of the Board of Directors shall be final.

## **General Requirements**

1. Confidentiality: All complainants will be notified that information obtained from the complainants and thereafter gathered will be maintained in a manner as confidential as possible, but in some circumstances absolute confidentiality cannot be assured.
2. Non-Retaliation: All complainants will be advised that they will be protected against retaliation as a result of the filing of any complaints or participation in any complaint process.
3. Resolution: The Board (if a complaint is about the Chief Executive Officer/ Superintendent) or the Chief Executive Officer/ Superintendent or designee will investigate complaints appropriately under the circumstances and pursuant to the applicable procedures, and if necessary, take appropriate remedial measures to ensure effective resolution of any complaint.

You may deliver your general complaint form and any relevant documents to the designated party as identified above, or mail it to CATCH's designated complaint administrator:

Brittany Brandon  
Administrator  
CATCH Prep Charter HS  
PO Box 561752  
Los Angeles, CA 90056  
Phone: (323) 293-3917