



Community Academy of Philadelphia
a Pennsylvania Charter School

CHIEF EXECUTIVE OFFICER

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Section: 900 Community

Title: Procedure for Public Complaints

Code: 901

Status: Board of Trustees Approved

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Procedure for Public Complaints

It is the intent of the Board that complaints, concerns and suggestions be addressed and/or resolved at the lowest appropriate level.

At all levels of this procedure, employees shall make a determination as to whether the complaint should proceed as outlined in this policy or if the complaint should be submitted through a specialized complaint process addressed in a separate administrative regulation that is directly related to the nature of the complaint.

General complaints about procedures, programs, personnel, operations and facilities shall begin with an informal, direct discussion between the complainant and the employee who is most directly involved.

The employee shall attempt to provide a reasonable explanation or take appropriate action within the employee's authority. The employee shall report the matter and the resolution to the principal or immediate supervisor.

When an informal discussion fails to resolve the complaint, the following procedure shall be used.

First Level - If a satisfactory resolution is not achieved by discussion with the employee, the complainant shall submit a written complaint to the building principal or designee and a conference shall be scheduled with the complainant. The written complaint shall include the contact information of the person or group filing the complaint, the specific nature of the complaint, a brief statement of relevant facts, how the complainant has been affected adversely, and the action requested. The principal or designee shall provide a written response to the complainant.

Second Level - If a satisfactory resolution is not achieved through a conference with the principal or designee, the complaint shall be referred to the CEO or designee. If the complaint is regarding a federal program, the designee will be the head of the department or the Federal



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Program Coordinator. The CEO or designee shall review the complaint and may schedule a conference with the complainant. The CEO or designee shall provide a written response to the complainant.

Third Level - If a satisfactory resolution is not achieved through referral to the CEO or designee or if resolution of the complaint is beyond his/her authority and requires Board action, the CEO or designee shall refer the complaint to the Board.

The Board, after reviewing all information relative to the complaint, shall provide the complainant with its written response. The Board may, at its discretion, grant a hearing before the Board or a committee of the Board. If a hearing is granted, the complainant shall be advised of the Board's response, in writing, no more than thirty (30) days following the hearing.

Any requests, suggestions or complaints first directed to individual Board members and/or the Board shall be referred to the CEO for consideration, investigation and action. If further action is warranted, based on the initial investigation, such action shall be in accordance with the procedures outlined above.