



Kona Pacific Public Charter School
Complaint Policy 9.26.22

Kona Pacific Public Charter School is solution focused. We encourage clear and purposeful solution driven and problem solving discussions. Open and healthy communication between stakeholders can result in new and unique solutions.

Any concerns or complaints related to the health and safety of any stakeholder are taken seriously and should be brought straight to an administrator. All other complaints should follow the processes below, which are intended to help reach positive resolutions in the quickest way possible.

Step 1: Direct resolution

For complaints that do not involve the health safety of students, informally, discuss your concern directly with the individual(s) involved. Often, concerns can be addressed through clarification of events and information. If needed, make an appointment to discuss your concern with the individual(s) involved. An administrator may be invited to the meeting to serve as facilitator. The complainant and respondent will make every effort to hold the meeting in a timely manner and to maintain respectful dialog and a solutions-oriented mindset. Meetings involving teachers will generally need to happen outside of the regular school day. Class interruptions, discussions with students without prior approval or the respondent present, or discussions in front of adults or students who are not party to the complaint will not be allowed.

Step 2: Administrative resolution

For complaints involving student safety or complaints not resolved through direct resolution, contact an administrator. The administrator will hear your concerns, discuss them with the individuals involved and help reach a resolution that is in the best interest of the students.

Step 3: Appeal to Governing Board

We expect all problems to be solved between the complainant, respondents, and the



administrator. If the matter is not resolved through steps 1-2, the complainant may submit an appeal to the Governing Board (GB). All Appeals to the GB must be in writing and will describe as clearly and simply as possible relevant background to the complaint, including efforts already taken to resolve the matter, why previous steps were not considered successful, and the additional input required to achieve resolution. Prior documentation will be forwarded to the GB. All parties will be notified of the appeal and offered the opportunity to provide additional information or documentation, and the GB may request supplemental information if necessary. In addition, the Governing Board may ask the complainant to present their concerns to the board at a Governing Board meeting. All complaints and discussions involving personnel will be held in closed session. In the event that a complaint is added to the agenda, the person or persons affected by the complaint (respondents) shall be notified at least one week (7 days) in advance regarding the complaint in order to be given a reasonable chance to prepare a response. The respondent(s) will be provided the opportunity to attend the portion of the meeting when the concern is presented and will be allowed to provide an immediate response.

If the matter involves any legality or adherence to law, the GB should consult with the State Attorney General assigned to charter schools. If it is an HSTA contractual complaint, the complaint should be addressed to the Association Policy Committee (APC). If the matter involves disciplinary actions by the administration, the GB shall enter into an investigation of the specifics of the complaint. All staff members have the right to union representation at any meeting involving disciplinary actions. Issues of health and safety are of the highest priority and the GB may take immediate steps for corrective action. The resolution reached by the GB will be final. In the event that the GB requests actions for follow-up, the Principal shall be responsible to confirm completion of such actions. In the event that the Principal is a party in the dispute or as otherwise deemed necessary, the GB may designate someone other than the Principal to conduct the follow-up.