

The ultimate purpose of this internal complaint procedure is to encourage the growth and development of Iftin Charter School (ICS) as a healthy community or family. Conflict is often a part of any development or growth process and may arise in any community. An effective process for resolving internal conflict and disputes is therefore both consistent with the vision, mission and goals of ICS, and an essential component of the communication model that our school has adopted.

ICS realizes that successful communication is vital in effective conflict resolution and consequently strongly encourages strategies that include:

- Taking personal responsibilities for one's feelings and needs;
- Communication that mutually acknowledges the needs and concerns of one another;
- And demonstrating honesty and integrity in every interaction.

Policies and Procedures

A copy of this policy is available in the ICS office. These policies and procedures should be reviewed and followed in the event of conflict involving ICS staff, parents/guardians and students, in order to resolve disputes within the school.

A. INFORMAL ATTEMPTS AT RESOLUTION

It is the hope of the Governing Board that most disputes can be resolved informally by direct and healthy communication between individuals. The overall purpose of this procedure is to perpetuate a climate of personal responsibility, collegiality, mutual trust and respect, and to empower individuals to resolve their differences in a timely, efficient and equitable manner. Therefore, if reasonably possible, informal complaints should be resolved at the lowest possible level, including attempts to discuss/resolve concerns with the person directly using conflict resolution skills without the intervention of a supervisor or other school administrator. Such attempts at informal resolution should be documented in writing to assist the CEO/Principal and/or Board president to participate effectively in the conflict's resolution.

Examples:

- Pedagogical issues pertaining to anything that occurs in the classroom, i.e., teaching, curriculum, classroom management, or teacher-student relationships, should be addressed directly with the class teacher. Teachers can be contacted by email, written note or via appointment.
- Complaints/concerns about employees or supervisors that do not involve complaints of discrimination or harassment or violations of law should be first addressed with the employee or supervisor directly.

If the person(s) involved are unable to resolve the conflict or complaint, the complainant should contact the immediate/appropriate supervisor in an effort to resolve the issue.

B. SCHOOL LEVEL RESOLUTION

At this step, the complainant should be prepared to give details about the complaint and steps taken to resolve it. Anonymous complaints will not be considered except as provided in California Education Code section 49013(b) regarding pupil fee complaints. The immediate/appropriate supervisor will acknowledge receipt of the complaint in three (3) working days, investigate the complaint, a process which normally involves a discussion with the complainant, gathering of relevant facts and evidence, and respond to the complainant within ten (10) working days.

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Examples:

- Pedagogical, academic or teacher related issues should be addressed with the Instructional leader/principal.
- Student behavior and discipline issues should be addressed with the Dean of Students/Instructional Leader.
- All other issues should be addressed with the Principal.

If the complainant is not satisfied with the response from the immediate/appropriate supervisor, the complainant should be directly addressed with the Principal, the complainant should contact the Principal, who will respond within the timeline. If the complainant is still dissatisfied, and wishes to take it further, the complainant, in writing, should bring the matter to the attention of the Chief Executive Officer (CEO) of ICS in an effort to resolve the issue.

C. CENTRAL OFFICE LEVEL RESOLUTION

At this step, the complainant should submit a written complaint giving details about the complaint and steps taken to resolve it; the following information should be included in the complaint:

- a) Name(s) of persons involved in the complaint
- b) Date of the act(s), which is the basis for the complaint
- c) Description of the action(s) or omissions, which are the basis of the complaint
- d) Names of any other individuals who might have pertinent information
- e) Description of any attempts at the informal resolution and the outcome of the school level resolution.
- f) Desired resolution
- g) The written complaint must be dated and signed And contact the CEO of ICS at:

Chief Executive Officer
Iftin Charter School
5465 El Cajon Blvd.
San Diego, CA 92115
Phone: 619-265-2411
Fax: 619-265-2484
Email: Yussuf@iftincharter.net

The CEO (designee) will acknowledge receipt of the written complaint in five (5) working days; and will attempt to identify a resolution that is acceptable to both parties, within fifteen (15) days of the receipt of the written complaint. The CEO (or Board president as applicable) may at any time make a determination, with the advice of legal counsel as necessary, that the facts related to the complaint or dispute legally require a different procedure than outlined herein. At all times, legal requirements shall prevail over this procedure.

If the complainant is not satisfied with the response from the CEO (designee), wishes to take it further, the complainant, in writing, should bring the matter to the attention of the ICS Board of Directors (the Board).

D. BOARD LEVEL RESOLUTION

At this step, the complainant can file an updated written complaint with the Board through the CEO (same contact information as in Central Office Level Resolution). The complainant should update the information in the previous level. The CEO will acknowledge receipt of the written complaint in five (5) working days. The Board may consider the matter at its next regular Board meeting or at a special Board meeting convened in order to meet the 60-day time limit within which the complaint must be answered. The Board may decide not to hear the complaint, in which case the CEO's decision will be final. If the Board hears the complaint, the CEO will send the Board's decision to the complainant within 60 days of the ICS's initial receipt of the complaint or within the time period that has been specified in a written agreement with the complainant. The decision of the Board shall be final except as provided in California Education Code section 49013(b)

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regarding pupil fees.

E. NON RETALIATION

No individual will be retaliated against for filing a written complaint or otherwise utilizing this policy and procedures.

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