



## **GENERAL COMPLAINT POLICY**

California

Rocketship values the concerns of our parents, staff, students, and community and takes all concerns and complaints seriously. The following complaint procedure should be employed to ensure that complaints receive full consideration.

### **I. Use of General Complaint Process**

Rocketship's complaint process should be used as follows:

- (1) to deal with complaints and concerns pertaining to the educational environment, employment arrangements, or interpersonal conflicts;
- (2) to allege violations of federal or state law, or of the school's charter;
- (3) for personnel to resolve complaints against other personnel pertaining to discrimination and harassment based upon race, color, national origin, sex, disability, age, religion, marital status, personal appearance, sexual orientation, gender identity or expression, familial status, family responsibilities, political affiliation, source of income, or membership in another protected class arising under federal or state law.

### **II. Who May File a Complaint**

The procedures set forth below may be used by complainants who are employees, students, parents, or visitors.

### **III. Confidentiality**

All documentation and information related to an investigation conducted as a result of a complaint is considered confidential and is not to be revealed or discussed by any participant with persons not involved with the complaint or decision-making process.

### **IV. Informal Complaints**

Because most difficulties can be resolved by communicating a concern to someone, complainants are encouraged to discuss their concern or complaint promptly and candidly with their immediate supervisor, student's teacher, or the school principal. The complainant is not required to discuss his/her complaint with the alleged harasser or perpetrator in any manner or for any reason prior to initiating a formal complaint.

### **V. Complaint Process Regarding School Site Procedures, Practices, and Policies**

Complaints should follow the process outlined below when they wish to file a formal complaint pertaining to items (1) or (2) described in Section I above. This process is available to complaints against employees, students, parents, or visitors.

- (1) Fill out a Complaint Form, available at the school's front office. In the Complaint Form, complainants should describe the nature of the complaint and any steps taken so far to resolve

the issue. The Complaint Form should be submitted to the school Principal. Complaint Forms must be submitted within 90 days of encountering the issue that is the subject of the complaint.

- (2) The Principal will immediately initiate an adequate, reliable, and impartial investigation of the complaint. This will include interviewing witnesses, obtaining any relevant documents, and allowing parties to present evidence. All documentation related to the investigation is considered highly confidential and is not to be revealed or discussed by any participant with persons not directly involved with the complaint or decision-making process.

The investigation will be concluded within 10 school days of receiving the complaint unless “exceptional circumstances” justify a more expedited response. The amount of time granted for an exceptional circumstance will be determined on an individual case basis.

- (3) The Principal will prepare a final report with a recommendation for resolving the complaint. The final report will give the name of the party bringing the complaint, the nature of the complaint, a summary of the investigation, the recommended resolution, and the reasons for recommendation.
- (4) If the complainant is not satisfied with the Principal’s response, he/she may appeal to the Principal’s direct supervisor. All appeals must be in writing and include the reason for appeal. Appeals must be submitted to the appropriate party within 10 school days of receiving the response.
- (5) The Principal’s supervisor will conduct an investigation upon receiving the appeal. This process may include an interview with the decision-maker to discuss the rationale. The supervisor will issue a written resolution within 10 days of receiving the appeal.
- (6) If the complainant is not satisfied with the supervisor’s resolution, he/she may file a final appeal with the Vice President of Schools. The Vice President of Schools will conduct an investigation upon receiving the appeal. This process may include an interview with the decision-maker to discuss the rationale. The Vice President of Schools will issue a written resolution within 10 days of receiving the appeal.
- (7) Rocketship Education’s Chief Executive Officer (CEO) has the discretion to hear complaints beyond the Vice President of Schools’ resolution. If the complainant is not satisfied with the Vice President of Schools’ response, he/she may appeal to have the CEO hear the complaint. Note that the CEO is not required to entertain the complaint. Any resolution by the CEO shall be final.

If the original complaint pertains to the school Principal, complainants should begin by filing their complaint with the Principal’s direct supervisor as described in Steps 4-5 above. Appeals will go to the Vice President of Schools as described in Step 6.

## **VI. Complaint Process Regarding Discrimination and Harassment**

In the event that informal resolution is not successful, complainants should follow the process outlined below when they wish to file a formal complaint pertaining to item (3) described in Section I above (i.e.

discrimination or harassment). This process is available to complaints against employees, students, parents, or visitors.

- (1) Fill out a Complaint Form, available at the school's front office. In the Complaint Form, complainants should describe the nature of the complaint and any steps taken so far to resolve the issue. The Complaint Form should be submitted to Rocketship's Human Resources department. Complaint Forms must be submitted within 90 days of encountering the issue that is the subject of the complaint.
- (2) A representative from Human Resources will immediately initiate an adequate, reliable, and impartial investigation of the complaint. This will include interviewing witnesses, obtaining any relevant documents, and allowing parties to present evidence. All documentation related to the investigation is considered highly confidential and is not to be revealed or discussed by any participant with persons not directly involved with the complaint or decision-making process.

The investigation will be concluded within 10 school days of receiving the complaint unless "exceptional circumstances" justify a more expedited response. The amount of time granted for an exceptional circumstance will be determined on an individual case basis.

- (3) Human Resources will prepare a final report with a recommendation for resolving the complaint. The final report will give the name of the party bringing the complaint, the nature of the complaint, a summary of the investigation, the recommended resolution, and the reasons for recommendation.
- (4) If the complainant is not satisfied with the Principal's response, he/she may appeal to a review committee to be comprised of at least three impartial members of Rocketship Education's Senior Leadership Team.
- (5) The Review Committee will conduct an investigation upon receiving the appeal. This process may include an interview with the decision-maker to discuss the rationale. The supervisor will issue a written resolution within 10 days of receiving the appeal. Any decision of the Review Committee shall be final.

## **VII. Prohibition Against Retaliation**

Rocketship will not retaliate against any person who files a complaint in accordance with this policy, or any person who participates in proceedings related to this policy.

In addition, Rocketship will not tolerate any form of retaliation against any person who makes a good faith report or complaint about perceived acts of harassment, discrimination, or concern, or who cooperates in an investigation of harassment, discrimination, or a concern. Any person who is found to be engaging in any kind of retaliation will be subject to appropriate disciplinary action.

## **VIII. Modification**

Rocketship may approve modification of the foregoing procedures in a particular case if the modification is for good cause and does not violate the due process rights or the complainant or any policies of Rocketship.

**IX. Contact Information**

The contact information for the school principal can be found on the school's website.

The contact information for the Vice President of Schools is as follows:

Jaclyn O'Brien

Vice President of Schools

350 Twin Dolphin Drive, Suite 109

Redwood City, CA 94065

jobrien@rsed.org

**X. Other Remedies**

This complaint process does not bar complainants from filing claims in other forums to the extent permitted by state and federal law.