



Board Policy: 1.15	Communication & Complaint Policy
Revision No: 02 Review Schedule: Annually – Board of Directors	Document Number: 1.15 Adopted: 03/21/2018 Date Last Revised: 6/13/2018

1.14 Governance Board Communication and Complaint Policy

1. PURPOSE

The purpose of the Governance Board Public Comment and Complaint Policy is to establish the process for public comment at Board meetings and for submitting complaints to the Board. It also establishes the responsibilities and procedures for handling complaints that are submitted to the Stargate Governance Board.

2. SCOPE

This policy applies to all Stargate School community members, including staff, students, parents, and third parties. This policy can be used to file complaints that may include but are not limited to discrimination and retaliation. This policy does not bar individuals from filing claims in other forums to the extent permitted by state or federal law (refer to [3.6](#)).

3. POLICY

3.1 The Stargate Way

Stargate Charter School is committed to providing the best possible conditions for all members of the school community including students, families, visitors, teachers and administrators. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion or question is welcome and, when applicable, receives a timely and informative response.

Fair and honest treatment of all students, family members, visitors and employees is our goal. In pursuit of that end, we encourage everyone to treat each other with respect and professionalism. No person will be retaliated against or penalized formally or informally, for voicing a complaint or for participating in the investigation of a complaint pursuant to this procedure.

3.2 Stargate Communications Pathways

If a community member has a classroom or child-related concern or problem, the applicable Stargate Communication Pathways should be followed:

- [Stargate Elementary School Communication Pathways](#)
- [Stargate Secondary School Communication Pathways](#)
- [Stargate Athletics and Clubs Communication Pathways](#)

Reference Governance Board Policy 1.9, available on the Stargate Governance Forms and Files Page.



3.3 Communicating with the Board of Directors

3.3.1 Community Feedback and Questions

Community members can contact the board directly by email anytime: governance@stargateschool.org

3.3.2 Public Comment at Board Meetings

The board wishes to hear viewpoints of the school community and considers the responsible and respectful presentation of these viewpoints vital to the efficient operation of the school. At the beginning of each board meeting, during the time reserved for public comment, members of the community may address the board on any matter not on the agenda. Speakers will be asked to limit their comments per the time specified on the agenda. While the board cannot act on or respond to matters presented during the public comment segment, anything requiring follow-up will be referred to the appropriate staff person or Board member.

3.3.3 Public Comment on Agenda Topics

Persons wishing to address the board on a matter that appears on the agenda should advise the board president accordingly at the beginning of the board meeting; such persons will be called to speak at the time the topic of concern appears on the agenda.

Other requests for the scheduling of appropriate matters on the meeting agenda will be considered by the board president. A group or individual wishing to present a matter at a meeting shall submit a written request to the board president at least five days before the meeting. This will enable the appropriate presenter time to provide the board with available background information on the matter. Whether and when the proposed item will be scheduled will be decided at the earliest possible time, in keeping with other board responsibilities.

3.4 Submitting a Complaint to the Board

In cases where a community member has concerns that are not addressed by the Communications Pathways, or has attempted to follow the [Communications Pathways](#) but remains dissatisfied with the decisions made to resolve the concerns, these concerns may be submitted to the Board as a complaint.

If a community member feels uncomfortable with using the Communications Pathway for any reason, they may bring their concern directly to the Board as a complaint.

Complaints must be submitted in writing online [here](#) or by filling out the attached form (**Attachment A**) and submitting it via email to: governance@stargateschool.org. The form can also be delivered to the front office of the school.

The complaint shall state in detail the basis for the complaint, the policy rule or law believed to have been violated, if applicable, and specify the remedy being sought.

3.4.1 Board Complaint Process and Communications

The Board Communications Liaison is a member of the Board and is responsible for ensuring timely and informative communication with the complainant. All complaint submissions and communications are shared with the Board as a whole, but the Board Communications Liaison is the primary point of contact for the complainant.

Upon receipt of a complaint, the Board Communications Liaison will confirm that the complaint information is captured in the Complaint Log and send the complainant an acknowledgement of receipt within 5 calendar days.

If a complaint includes concerns regarding unlawful discrimination or harassment, or any related retaliation for having engaged in activity protected by the civil rights laws that prohibit discrimination, including harassment,



the Board will refer those complaints for investigation/resolution under the terms of Stargate's Nondiscrimination/Equal Opportunity Policy.

The Board Communications Liaison will assign each complaint to a Board member (which may be the Board Communications Liaison). If the complaint implicates an individual Board member, that Board member will not be assigned to the complaint. If the Board Communications Liaison is implicated in a complaint, another Board member will be assigned the role of Board Communication Liaison for that complaint.

The assigned Board member is then responsible for reviewing the complaint and obtaining additional information as needed to investigate the complaint and draft a proposed resolution. The assigned Board member will provide all available information to the Board Communications Liaison within 15 calendar days of submission of the complaint. The Board Communications Liaison will notify the complainant and the Board of any resolutions or recommendations for additional investigations within 21 calendar days of submission of the complaint. If the complaint investigation requires more time, a rationale will be provided to the Board Communications Liaison who will then communicate the expected completion date to the complainant.

The Board Communications Liaison is responsible for providing updates to the Board, to include a summary of new complaints, resolved complaints and the status of any ongoing investigations.

3.4.2 Complaint Investigations

During the review and resolution of complaints the Board will conduct a prompt, thorough, adequate, reliable and impartial investigation. The assigned Board member determines the nature and extent of the investigation to be conducted. Within 21 days of the submission of the complaint, the complainant will be notified of the nature, extent and status of the investigation.

At this time the complainant will be given the opportunity to request a meeting with the Board to provide additional information for the investigation. The complainant may choose to meet with up to 2 members of the Board or request an Executive Session Disclosure, announcement and conduct of these meetings will be done in accordance with Colorado Open Meetings Law [C.R.S. § 24-6-401]. Requests for Executive Session will be granted pursuant to the requirements of [C.R.S. § 24-6-402(4) (a) through (h)], and, if relevant, the provisions of the Family Educational Rights and Privacy Act, 20 U.S.C. § 1232g; 34 CFR Part 99. Please note that under the Colorado Open Meetings Law, certain meetings may be required to take place in executive session. During the meeting with Board members or the Executive Session, the complainant will be permitted to present any information, documents, or witnesses that he/she would like to be considered as part of the investigation.

Within 10 calendar days of the meeting with Board members or Executive Session, or of receiving the complainant's response to decline the opportunity to meet with the Board, the Board Communications Liaison will respond to the complainant in writing summarizing the outcome of the investigation, any corrective or remedial action necessary, assurance that steps will be taken to prevent recurrence and steps to correct its effects.

3.4.3 Appeals to the Governing Board

If the complainant feels that the issue has not been satisfactorily resolved, they may appeal to the Board by submitting a new complaint and noting that it is an appeal of a previously submitted complaint. The complaint appeal will be handled in accordance with this procedure, and will be reviewed and re-evaluated by the Board as a whole at their next regularly scheduled meeting. Complainants may also wish to seek additional resources as listed in Section 3.6. Complaint Records.

The Board will retain records for complaints to include a log of all received complaints, communications with the complainant and documents obtained or created as part of investigations. The district shall be notified of any



complaints filed and records shall be retained in accordance with the Stargate Governance Board Document Control Policy.

3.5 Notice of Communication Pathway and Complaint Procedure

The following notice will be communicated to the Stargate Community at least quarterly, but may be more frequent, as deemed necessary by the Board:

Stargate Charter School is committed to providing the best possible conditions for all members of the school community including students, families, visitors, teachers and administrators. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion or question is welcome and, if applicable, receives a timely and informative response.

Fair and honest treatment of all students, family members, visitors and employees is our goal. In pursuit of that end, we encourage everyone to treat each other with respect and professionalism. No person will be retaliated against or penalized formally or informally, for voicing a complaint or for participating in the investigation of a complaint pursuant to this procedure.

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If a community member feels uncomfortable with using the Communications Pathway for any reason, they may bring their concern directly to the Board as a complaint.

Complaints must be submitted in writing online [here](#) or by filling out the attached form (**Attachment A**) and submitting via email to: governance@stargateschool.org. The form can also be delivered to the front office of the school.

Note that complaints or concerns made directly to the district, without first following the Stargate Communication's Pathway and this policy, are not in the best interest of our school and defeat the intentions outlined in our Community and Staff Handbooks. As a Charter School we are responsible for governing ourselves. It is imperative that we work together as a community and resolve issues using our established policies and procedures.

Governance Board Communication and Complaint Policy [[attach PDF version to the emailed notification or provide link to the published policy](#)]

3.6 Additional Resources

In addition to, or as an alternative to, filing a complaint pursuant to this regulation, a person may file a discrimination complaint with the U.S. Department of Education, Office for Civil Rights (OCR); the Federal



Office of Equal Employment Opportunity Commission (EEOC); or the Colorado Civil Rights Division (CCRD). The addresses of these agencies are listed below:

- Denver Office for Civil Rights (OCR), U.S. Department of Education, 1244 Speer Blvd., Suite 310, Denver, CO 80204-3582. Toll Free: [800-421-3481](tel:800-421-3481) English/Spanish. Telephone: [303-844-5695](tel:303-844-5695). Fax: [303-844-4303](tel:303-844-4303). TTY: 800-877-8339<mailto:>. Email: OCR.Denver@ed.gov
- Federal Office of Equal Employment Opportunity Commission (EEOC), 303 E. 17th Avenue, Denver, CO 80203. Toll Free: [800-669-4000](tel:800-669-4000). Fax: [303-866-1085](tel:303-866-1085). TTY: [800-669-6820](tel:800-669-6820). Email: info@eeoc.gov
- Colorado Civil Rights Division (CCRD), 1560 Broadway, Suite 1050, Denver, CO 80202. Toll Free: [800-262-4845](tel:800-262-4845). Telephone: [303-894-2997](tel:303-894-2997). Espanol: 720-432-4294. Fax: [303-894-7830](tel:303-894-7830). Email: dora_CCRD@state.co.us

4. REVISION HISTORY

Version	Date	Description of revision
01	03/20/2018	Initial release of new policy. First reading approved 12/20/2017. Second reading approved 3/20/2018.
02	06/13/2018	Revisions to policy per district and OCR recommendations. First reading 05/16/2018. Second reading approved 6/13/2018.



Policy 1.14 - Attachment A: COMPLAINT FORM	
COMPLAINANT	
COMPLAINANT CONTACT INFORMATION	
Was the Communications Pathway followed?	
<input type="checkbox"/> Yes <input type="checkbox"/> No If no, provide explanation.	
BASIS FOR THE COMPLAINT <i>(Provide a detailed description of the event or experience that forms the basis for your complaint, e.g. location and date of incident, witnesses, background information.)</i>	
 <i>(attach additional pages if needed)</i>	
Describe the Person, Policy or Process of Concern: <i>(Be specific. State the facts and avoid general statements of disapproval or hurt feelings.)</i>	
 <i>(attach additional pages if needed)</i>	
REMEDY BEING SOUGHT <i>(State the remedy or solution you are requesting the Board to consider in response to this complaint)</i>	
THIS SECTION FOR BOARD USE ONLY	
Date of Acknowledgement Email from Board Communications Liaison	



Assigned Board Member	
Date of Email Notifying Complainant of Assigned Board Member	
Summary of Communications with Complainant	<i>(attach or reference additional documents as appropriate)</i>
Summary of Investigation / Resolution	<i>(attach or reference additional documents as appropriate)</i>