

Hilltown Cooperative Charter Public School

Complaint Procedure

This complaint procedure applies to all staff, parents and students.

1. Try to resolve the complaint with person directly involved or with the coordinator responsible for the subject matter of the complaint. For complaints about individuals, contact the supervising coordinator if the complaint is unable to be resolved directly with the individual involved.
2. If the complainant is unsatisfied with the outcome of Step (1), he or she may request that the Vice President of the Board of Trustees (BOT), who will serve as facilitator, resolve the issue. If the Vice President determines that the issue warrants further review, he/she will discuss the matter with all relevant parties and gather all necessary information to make a final decision in writing and in person. If the VP/Facilitator needs consultation, he/she will seek advice from the Governance and Board Sustainability committee (GABS). The VP/Facilitator will bring the matter to the board for discussion should the complaint warrant it, but if not, will inform the board of the issue and subsequent resolution.

Adopted by the Board of Trustees March 12, 2014