



Le Monde French Immersion Public Charter School Complaint Procedure

The following procedure will be used for all complaints:

1. A student or parent with a complaint shall general first present it orally and informally to his or her teacher or other appropriate school employee;
2. If the complaint is not resolved, the complainant may formally present the complaint in writing (including all supporting statements and evidence) within 10 working days of the informal conference to the Executive Director, in person or by email. The Executive Director shall evaluate the evidence and render a decision within 5 working days after receiving the appeal (see form on reverse or on website under Parent Resources Tab, and Parent Questions and Concerns Flowchart for all current contact information);
3. If the complainant deems it desirable to carry the complaint beyond the decision reached by the Executive Director, he or she may request a review by the Le Monde Immersion Board at least one week before its next regularly scheduled meeting. A final determination shall be made and provided to complainant within 10 workings days after that board meeting.

Time

The number of days given at each level shall be regarded as a maximum and every effort will be made to expedite the process. The time limits stated may be extended by mutual agreement of the complainant and the administration.

Withdrawal

A complaint may be withdrawn by the complainant at any level without prejudice, reprisal or record.

Meetings and Decisions

At each of the levels the complainant shall be given the opportunity to be present and to be heard. All decisions at each level shall be in writing and include the supporting rationale with the exception of the initial informal contact. Copies of all decisions and recommendations shall be furnished promptly to all parties of interest.