

VISTA CHARTER PUBLIC SCHOOLS

601 North Fairview Street
Santa Ana, CA 92703
T: (714) 881-7407 | F: (714) 988-2747
www.vistacharterpublicschools.org

Collin Felch, Ed.D., Superintendent
Karen Amaya, Assistant Superintendent



GENERAL COMPLAINT POLICY

Vista Charter Public Schools (“Charter School”) has adopted this General Complaint Policy to provide a process for concerns about the Charter School generally and/or regarding specific Charter School employees. For complaints regarding unlawful discrimination, harassment, intimidation or bullying, unlawful pupil fees, or other specific perceived violations of state or federal laws, please refer to the Charter School’s Harassment, Intimidation, Discrimination, and Bullying Policy, Title IX Policy Prohibiting Discrimination on the Basis of Sex, and/or the Charter School’s Uniform Complaint Policy and Procedures, as applicable. For all other complaints, this Policy, the General Complaint Form, and accompanying procedures will be appropriate. For any questions regarding the application of this Policy or the Charter School’s other policies, please contact the Superintendent at Collin Felch at cfelch@vistacharterps.org or call (714) 881-7407.

This Policy may be used when a non-employee complainant raises a complaint or concern about Charter School generally or a Charter School employee.

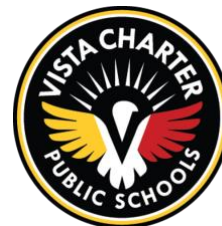
If reasonably feasible, third-party complaints shall be resolved at the lowest possible level, including attempts to discuss/resolve concerns with the Charter School employee directly. However, in the event an informal resolution cannot be achieved or is not appropriate, the following steps should be followed:

1. The complainant begins the process by filing a written complaint using a General Complaint Form (sample below) with the office of the Superintendent as soon as possible after the events that give rise to the complainant’s concerns. The written complaint shall set forth in detail the factual basis for the complaint;
2. The Superintendent (or designee) may take reasonable steps under the circumstances to investigate the complaint.
3. The Superintendent (or designee) may take appropriate action to resolve the concern
4. If the complaint is about the Superintendent, the complainant may file their complaint by using a General Complaint Form (sample below)
5. The Superintendent or President may prepare a written response to the complainant indicating that the matter has been investigated and sufficiently addressed.

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GENERAL COMPLAINT FORM

The complaint form below may be used to file a complaint with Vista Charter Public Schools. It is provided for your convenience only and need not be used; however, the information requested in this form should be provided to the school in a substantially similar format if you choose not to use this form.

Please submit your complaint in a sealed envelope to the Superintendent during regular business hours. On the envelope, please address the form to:

Vista Charter Public Schools

ATTN: Superintendent

General Complaint Form

The complaint may be hand-delivered to the front office at your school in a sealed envelope. It will be treated confidentially and will not be opened by anyone other than the Superintendent. You may also mail the complaint to:

Dr. Collin Felch, Superintendent
Vista Charter Public Schools
601 North Fairview Street
Santa Ana, CA 92703

PLEASE NOTE: If your complaint is about the Superintendent, please change the ATTN: to the Board President.

Name: _____ Date: _____

Your relationship to the school: _____

Example: Parent, Staff, Student, Board Member, etc.

Date of Alleged Incident(s): _____

Name of Person(s) this complaint is about (if known and applicable):

List any witnesses that were present: _____

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Where did the incident(s) occur?

Contact Phone Number:

Other contact information (optional):

Have you contacted the Principal of your school about your complaint? ☐ Yes ☐ No

If yes, what was the outcome?

If no, why not?

Have you contacted any member of the School Board about your complaint? ☐ Yes ☐ No

If yes, who did you contact, and what was the outcome?

If no, why not?

Please describe your complaint:

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I hereby authorize the Charter School to disclose the information I have provided as it finds necessary in pursuing its investigation. I hereby certify that the information I have provided in this complaint is true and correct and complete to the best of my knowledge and belief. Employees providing false information in this regard could result in disciplinary action up to and including termination.

Signature of Complainant

Print Name

To be completed by Charter School:
Received by:

Print Name

Date
