

Charter School Complaint Processes and Expectations

A Guide to Navigating Complaints / Concerns in Charter Schools Authorized by SCUSD

Start at the Lowest Level

Please attempt to resolve concerns informally at the school level.

File a Formal Complaint

If concerns are not resolved, file a formal complaint with the Charter School

**UCP
(Uniform
Complaints)**

Title IX

**General
School
Matters**

District Expectations

For each of the above, SCUSD expects Charter Schools to have clear and prominently posted information about:

- *How to file a complaint*
- *Who will investigate that complaint*
- *What to do if the complaint is against the leader assigned to investigate*
- *How the disposition of the investigation will be communicated*

Concerns about resolution?

Bring concerns about to outcome of the matter to the Charter School Governing Board

Concerns about process?

Bring concerns about Charter School's compliance with procedure to SCUSD

CDE Complaint Form

This form should be prominently posted on the Charter School website. It is for complaints related to barriers to student from enrolling in or staying enrolled at a Charter School. These can be sent directly to SCUSD. The District will investigate.

District Role

SCUSD will request evidence that the appropriate process was followed and response provided. SCUSD may follow up with increased oversight or a formal Notice of Correction to the Charter School.

Visit the SCUSD Innovative Schools Department website to contact staff.

<https://www.scusd.edu/departments/dso/innovative-schools-and-charter-oversight>