



## GOMPERS PREPARATORY ACADEMY

A UCSD PARTNERSHIP SCHOOL

1005 47TH STREET, SAN DIEGO, CA 92102-3626 PHONE: (619) 263-2171 FAX: (619) 264-4342

---

### Complaint Policy and Procedures

#### **Complaint Policy**

Any parent, student or person directly affected by the operations and administration of GPA may bring a complaint in writing or in person alleging a violation of federal or state law, discrimination in programs, issues related to sufficiency of instructional materials, facility conditions that pose an emergency or urgent threat or complaint against an employee.

Complaints need to go to the Director of the school or the Director's designee. If not resolved promptly and informally, the Director or designee will set up a formal meeting to discuss the issue with the involved parties within 30 days. The intent of this procedure is to resolve the problem as quickly and simply as possible.

GPA is committed to resolving all complaints on site. If there are complaints about teachers/staff, please contact the Director or Director's designee. If there is a complaint about the Director, contact the Chairman of the GPA Board of Directors. The complaint will be investigated within 30 days and responded to within 60 work calendar days unless an extension is agreed upon in writing with the complainant.

#### **Complaint Procedures**

1. If the complaint is with a person, contact that staff member or teacher directly to set up a mutually agreeable time to discuss the complaint. Remember that such meetings should not interrupt a teacher's instructional time. Complaints handled at this level do not need to proceed further in the process.
2. Complaints not resolved directly with the staff member or teacher should be brought to the attention of the Director or the Director's designee. The Director or designee will meet with the employee either privately or conduct a joint meeting with the complainant. The Director or Director's designee will report back to the complainant if a private meeting is held. Complaints handled at this level do not need to proceed further in the process.
3. Complaints relating to the administration and operation of the School may be discussed informally with the Director or Director's designee of the school. Complaints handled at this level do not need to proceed further. If the complainant feels the matter has not been resolved informally, the complainant may formally submit their complaint in writing within a reasonable time of the incident to the Director or Director's designee for resolution.
4. In written complaints, the Director or director's designee shall consider all the facts and arrive at a resolution of the complaint.

5. If the complainant is dissatisfied with the Director or director's designee, the complainant may direct their complaint in writing to the GPA Board of Director Chair. The Board Chair will determine if the matter will be handled directly by them or by a committee of the Board. The Board Chair or Board Chair designated committee of the board will meet with the complainant, discuss the facts and circumstances of which the complaint is based and make a determination of how to best resolve the matter.
6. The decision of the Board Chair is final.

### GPA Written Complaint Form

(To be used if a complaint cannot be handled informally using GPA Complaint procedures for complaints being filed against a GPA employee or program insufficiency or discrimination or harassment or violation of federal or state law)

To: GPA Board of Director Chair  
Attn: Executive Assistant to the Director  
1005 47<sup>th</sup> Street  
San Diego, CA 92102

From: Name(s): \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Student Name: \_\_\_\_\_ Grade \_\_\_\_\_

**I understand that a copy of this complaint will be provided to the employee(s) immediately upon receipt of this complaint should an employee be involved in the nature of the complaint.**

**NOTE:** Prior to submittal to the Board Chair, your complaint will be referred to the Director. Every attempt will be made to resolve your complaint with the Director first before sending on to the Board Chair.

Name of person(s) against whom the complaint is made:

---

---

---

Nature of complaint (This should be a description in your own words of the grounds of your complaint, including all names, dates and places necessary for a complete understanding of your complaint. (You may use additional pages, if needed):

---

---

---

---

---

---

---

Have you discussed the complaint with the employee names in this complaint?

---

Have you discussed the complaint with any other staff member or supervisor?

---

Is yes, when? (Date(s) \_\_\_\_\_

What was the result of the discussion?

---

---

---

---

I (We) understand that the Director or Board Chair may request from me (us) further information about the person(s) against whom this complaint is being made, and that he/she (they) will be given the opportunity to respond in writing to this complaint.

---

I (We) also understand that if a hearing is held on this complaint by the Board of Directors or a committee thereof, such hearing will be held in closed session with the press and public excluded, and that I (we) will be informed of the time, date, and place such hearing will be held.

I (We) certify under penalty of perjury that the foregoing is true and correct.

Executed this \_\_\_\_ day of \_\_\_\_\_, 20\_\_, at San Diego, California

Signatures\_\_\_\_\_ Printed Name\_\_\_\_\_

\_\_\_\_\_ Printed Name\_\_\_\_\_

Note: File original with the Director of Gompers Preparatory Academy