

## Appendix 11: Stakeholder Grievance Policy

# Stakeholder Grievance Process

Updated: August 2016

This guidance establishes the process by which Pillsbury United Communities – Office of Public Charter Schools (PUC-OPCS) strives to address complaints regarding its authorized schools. The steps of the process are outlined below.

Charter school authorizers are required to monitor and evaluate the fiscal, operational, and student performance of a school (Minn. Stat. 124E). There are many potential grievances which may occur connected to a school at various levels. As such, a complaint authority flow chart has been included on the next page in order to assist individuals in determining the appropriate level at which to address their grievance.

## 1. Complaint Received

- a. In order to initiate the grievance process, a formal complaint must be submitted to the PUC-OPCS in writing (any language).
- b. The submission must include the specific grievance, identify the complainant, and provide a method of contact.

## 2. Notice of Receipt

- a. Upon receiving a formal complaint, PUC-OPCS will generally acknowledge receipt of the complaint.
- b. The Notice of Receipt will include a general outline of PUC's next steps in addressing the specific grievance mentioned in the formal complaint.
- c. The Notice of Receipt will address if the complainant and/or PUC-OPCS determines an individual or level of authority more suitable to address the complaint.

## 3. Investigation

- a. PUC-OPCS will conduct a reasonable inquiry for the purpose of verifying whether the allegations provide sufficient evidence to establish the alleged violation(s) of law, fiscal management, etc. found in the formal complaint. The extent and manner of the reasonable inquiry is in PUC's discretion. If the reasonable inquiry provides sufficient evidence to establish the alleged violation(s) of law, fiscal management, etc., then PUC-OPCS will notify the school and require action as necessary and appropriate, in PUC's discretion.

## 4. PUC Response

- a. PUC aims to complete all investigations within thirty (30) days of a formal complaint. The length of the reasonable inquiry may vary, therefore PUC-OPCS will advise the complainant if additional time is required.
- b. The response will include the result of the reasonable inquiry, in addition to any further steps to be taken by PUC-OPCS and/or the school involved in the complaint. Including, but not limited to the Range of Possible Interventions as included in PUC authorized charter contracts.