

Lincoln Leadership Academy Charter School

Process For Filing A Complaint Alleging Civil Rights Violations

1. The person who receives the complaint shall immediately inform the Chief Operations Officer (COO) that a complaint was received, who made it, and the basis for the complaint.
2. The COO or designee, shall inform the Superintendent immediately (within 24 hours) of the complaint.
3. Within five (5) days, the COO or designee, shall communicate with the parent-complainant and provide a copy of the USDA's Complaint procedures and provide the USDA website to the parent.
4. The COO/designee shall proceed to meet with the parent-complainant and ask for a written statement to document the complaint.
5. The COO/designee shall attempt to resolve the complaint as soon as possible (within Five (5) days, if the parent agrees.
6. The outcome of the meeting to hear the complaint shall be documented and processed as outlined in the USDA's procedures whether the complaint is resolved or not.
7. If it is not resolved, the parent should be informed as to his or her next steps to resolve the complaint.
8. The COO/designee shall report the outcome of the complaint to the Superintendent/CEO.
9. If there is a Finding that the parent's complaint was valid, the School shall proceed to reprimand the employee according to the school's policies for the infraction that was committed.

10. The information regarding the complaint, procedures and the outcome shall remain confidential.