

**Pineywoods Community Academy Charter School
Complaint Form – Level One**

Name of Originator _____

Address _____

Telephone Number _____

Date Submitted _____

Date Received by Administrator _____

The school encourages the public to discuss concerns and complaints through informal conferences with the appropriate administrator. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level.

What is the nature of your complaint? Please be specific and provide as many supporting details as possible. If you have other documents to support your complaint, please attach them to this document.

What remedy, if any, would you propose to resolve the complaint?

The Level One administrator shall investigate the complaint and hold a conference with the individual submitting the complaint no later than 10 working days of the receipt of the complaint form by the administrator. The purpose of the conference is to gather information relevant to the complaint. The administrator may set reasonable time limits for the conference.

A written response to the complaint will be sent to the individual initiating the complaint postmarked no more than 10 business days after the conference. In reaching a decision, the administrator may consider information provided at the Level One conference and any other relevant documents or information the administrator believes will help resolve the complaint.

If the individual did not receive the relief requested at Level One or if the time for a response has expired, he or she may appeal the Level One decision.

The appeal notice must be filed in writing within ten days of the date of the written Level One response.