

**TITLE: MCS Governance Board Policy K-001: Complaint Policy**

**LEGAL REFERENCE:**

6.10.3 NMAC	Complaint Procedure
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**PURPOSE:**

The McCurdy Charter School (MCS) Governance Board recognizes that inquiries, concerns and complaints received from the public, including matters of instruction, operation and finance and personnel issues, must be resolved as expeditiously and satisfactorily as possible.


**POSITION:**

- A. Parents, students and community members with complaints or concerns regarding any aspect of MCS shall be encouraged to seek a resolution at the lowest possible administrative level and by the informal process of cooperative agreement among the affected parties.
- B. When the results of the informal approach to a complaint are not satisfactory, the complainant should have the opportunity to pursue the matter through a formal complaint process.
- C. When a complaint or concern is made directly to the MCS Governance Board as a whole during a board meeting or to an individual board member, the issue shall be referred to the MCS Director or his/her designee for resolution.
- D. The MCS Director shall establish a procedure for responding to inquiries and complaints from the public. That procedure shall provide at least the following steps and safeguards:
  - 1. Encouragement of an initial, informal process;
  - 2. Provisions for a formal, documented, decision-making process regarding a complaint;
  - 3. Provisions for the complainant’s right to appeal a decision;
  - 4. Establishment of reasonable time limits for the resolution of complaints;
  - 5. Protection of individual rights with regard to such matters as equity, access, due process and privacy;
  - 6. Requirements for case records and files.
- E. The MCS Director shall promulgate a regulation for the enforcement of this policy.
- F. The MCS Director shall create an evidentiary form to document the concern or complaint as well as progress and resolution through the procedure.

**REVIEW:** This policy shall be reviewed in accordance with the MCS Governance Board Policy Review Process.

**RESPONSIBLE OFFICE:** MCS Policy & Bylaws Committee Chairperson

**DATE ADOPTED:** 062512

  
Signature

6/25/12  
Date Signed

MCS Governance Board Chairperson

**RELATED DOCUMENTS:**

**REVISIONS:**

Date	Modification and why
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**MCS KEY WORDS OR RELATIONSHIP:** complaint, concern, resolution