



Ka'Umeke Kā'eo

Hawaiian Immersion Public Charter School

I N K E A U K A H A

Complaints Policy

Department: Operational	Policy Description: Policy that describes the procedures when complaints are made by employees and the public about K'UK staff
Approved Date: 10/24/2013	Replaces Policy Dated:
Effective Date: 10/24/2013	Created By: Mikihala Mahi, Mālama Limahana (Human Resources Manager)

PURPOSE:

Ka 'Umeke Kā'eo (K'UK) will do all that they can in order to resolve misunderstandings and problems in a timely manner.

DEFINITIONS:

A complaint is a statement that a situation is unsatisfactory or unacceptable. Conflict resolution is the methods and processes involved in facilitating the peaceful ending of a conflict

POLICY:

Problems, misunderstandings and frustrations may arise in the workplace. It is K'UK's intent to be responsive to our employees, parents and the public and their concerns. The following procedures will be used to resolve or clarify his/her concerns.

APPLICABLE PROCEDURES:

Employee, parent or public complaints about violations of Equal Employment Opportunity, Harassment/Sexual Harassment policies should be reported in accordance to those respective policies. All other complaints can be handled through the following procedures:

Employee Complaints

1. An employee should discuss suggestions, problems or criticisms with his/her immediate supervisor. In most cases, problems can be resolved at this level. The complaint should be made within five (5) working days of the date the incident occurred.
2. If the problem is not resolved at Step 1 or if the employee's immediate supervisor is part of the problem, the employee may contact the Human Resources Manager



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personally, by phone or in writing for review of the issue. The employee will be asked to complete an "Employee Complaint Form." This form will be used to review the issue. Submission of this form is due within five (5) working days from receipt of form.

Upon submission, the issue will also be reviewed and communicated to the Principal. A response by the HR Manager or Principal will be given to you within five (5) working days. A conference and/or investigation of all persons involved will be held. Resolution to the issue will be communicated to all parties at the end of the investigation.

3. If the HR Manager is part of the problem, the employee may contact the Principal personally, by phone or in writing for review of the issue. The employee will be asked to complete an "Employee Complaint Form." This form will be used to review the issue. Submission of this form is due within five (5) working days from receipt of form.

A response by the Principal will be given to you within five (5) working days. A conference and/or investigation of all persons involved will be held. Resolution to the issue will be communicated to all parties at the end of the investigation.

Parent or Public Complaints

1. Parent or public persons should discuss suggestions, problems or criticisms with their child's teacher or office staff. The complaint should be made within five (5) working days of the date the incident occurred. Depending on the situation, problems may be resolved at this level.

2. If the problem is not resolved at Step 1 or if the the child's teacher or office staff is part of the problem, they may contact the Human Resources Manager personally, by phone or in writing for review of the issue. The complainant will be asked to submit a written complaint that is due within five (5) working days of the response by the HR Manager. The complaint must include the following information:

- The problem and the date the incident occurred.
- Suggestions on ways to resolve the problem.

Upon submission, the issue will also be reviewed and communicated to the Principal. A response by the HR Manager or Principal will be given to you within five (5) working days. A conference and/or investigation of all persons involved will be held. Resolution to the issue will be communicated to all parties at the end of the investigation.

3. If the HR Manager is part of the problem, the employee may contact the Principal personally, by phone or in writing for review of the issue. The complainant will be asked to submit a written complaint that is due within five (5) working days of the response by the Principal. The complaint must include the following information:

- The problem and the date the incident occurred.
- Suggestions on ways to resolve the problem.



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A response by the Principal will be given to you within five (5) working days. A conference and/or investigation of all persons involved will be held. Resolution to the issue will be communicated to all parties at the end of the investigation.

If an employee, parent or public person is dissatisfied with the resolution given by the Principal, they may choose to bring their issue for review to the School's Governing Board. Documents that have been previously collected will be given to the Board for review. The Board will decide on how best to resolve the issue.

No one will be retaliated against for filing complaints under this procedure. All complaints must be made in good faith and in a courteous manner.