

# Charter School Complaint Processes and Expectations

A Guide to Navigating Complaints / Concerns in Charter Schools Authorized by SCUSD

## Start at the Lowest Level

*Please attempt to resolve concerns informally at the school level.*

### File a Formal Complaint

*If concerns are not resolved, file a formal complaint with the Charter School*

**UCP  
(Uniform  
Complaints)**

**Title IX**

**General  
School  
Matters**

### District Expectations

*For each of the above, SCUSD expects Charter Schools to have clear and prominently posted information about:*

- *How to file a complaint*
- *Who will investigate that complaint*
- *What to do if the complaint is against the leader assigned to investigate*
- *How the disposition of the investigation will be communicated*

### CDE Complaint Form

*This form should be prominently posted on the Charter School website. It is for complaints related to barriers to student from enrolling in or staying enrolled at a Charter School. These can be sent directly to SCUSD. The District will investigate.*

### District Role

*SCUSD will request evidence that the appropriate process was followed and response provided. SCUSD may follow up with increased oversight or a formal Notice of Correction to the Charter School.*

### Concerns about resolution?

*Bring concerns about to outcome of the matter to the Charter School Governing Board*

### Concerns about process?

*Bring concerns about Charter School's compliance with procedure to SCUSD*

Visit the SCUSD Innovative Schools Department website to contact staff.

<https://www.scusd.edu/departments/dso/innovative-schools-and-charter-oversight>