



General Complaint Procedures

The ultimate purpose of this general complaint procedure is to encourage the growth and development of Bridges Preparatory Academy (BPA) as a healthy community. Conflict is often a part of any development or growth process and may arise in any community. An effective process for resolving conflict is therefore consistent with the vision and mission of BPA, and an essential component of the communication model that our School has adopted. BPA recognizes that effective communication is paramount in effective conflict resolution and therefore strongly encourages communication strategies that include: Taking personal responsibility for one's own feelings and needs; communication that mutually acknowledges the needs and concerns of one another; and demonstrating honesty and integrity in every interaction.

LEVEL 1: Direct Resolution: If reasonably possible, general complaints should be resolved at the lowest possible level, including attempts to discuss/resolve concerns with the person directly using conflict resolution skills without the intervention of a supervisor or other School administrator. It is the hope of BPA that most disputes can be resolved informally by direct and healthy communication between individuals. Such attempts at informal resolution should be documented in writing to assist the Principal (or Executive Director) and/or Board of Directors to participate effectively in the conflict's resolution.

Examples:

- Pedagogical issues pertaining to anything that occurs in the classroom, i.e., teaching, curriculum, classroom management, or teacher-student relationships, should be addressed directly with the class teacher. Teachers can be contacted by email, written note or via appointment.
- Complaints/concerns about employees or supervisors that do not involve complaints of discrimination or harassment or violations of law should be first addressed with the employee or supervisor directly. If the person(s) involved are unable to resolve the conflict or complaint, the complainant should contact the immediate/appropriate supervisor to resolve the issue.

LEVEL 2: School Level Resolution: At this step, the complainant should be prepared to give details about the complaint and steps taken to resolve it. The immediate/appropriate supervisor will acknowledge receipt of the complaint in three (3) working days, investigate the complaint, a process which normally involves a discussion with the complainant, gathering of relevant facts and evidence, and respond to the complainant within ten (10) working days.

Examples:

- Pedagogical, academic or teacher related issues should be addressed with the Administrator or Assistant Principal
- Student behavior and discipline issues should be addressed with the Administrator/Assistant Principal.
- All other issues should be addressed with the Principal.



Bridges Preparatory Academy
400 S Santa Fe Ave.
Compton, CA 90221
www.bpacompton.org

If the complainant is not satisfied with the response from the immediate/appropriate supervisor, e.g., Dean or Assistant Principal or the complaint should be directly addressed with the principal, the complainant should contact the Principal, who will respond within the same timeline. If the complainant is still dissatisfied, and wishes to take it further, the complainant, in writing, should bring the matter to the attention of the Executive Director of BPA in an effort to resolve the issue.

LEVEL 3: BPA Home Office (“Home Office”) Level Resolution: At this step, the complainant should fill out the attached “General Complaint Procedures Form” giving details about the complaint and steps taken to resolve it, and contact the Executive Director of BPA at:

400 South Santa Fe Ave.
Compton, CA 90221
(866) 201-3890

The Executive Director (designee) will acknowledge receipt of the written complaint in five (5) working days, attempt to identify a resolution that is acceptable to both parties, within fifteen (15) working days of the receipt of the written complaint. If the complainant is not satisfied with the response from the Executive Director (designee), and wishes to take it further, the complainant, in writing, should bring the matter to the attention of the BPA Board of Directors (“the Board.”)

LEVEL 4: Board Level Resolution*: At this step, the complainant can file a written complaint with the Board through the Operations Manager at the BPA Home Office. (Same contact information as in Level 3) The complainant should update the “General Complaint Procedures Form” that was used in Level 3. The Operations Manager will acknowledge receipt of the written complaint in five (5) working days. The Board may consider the matter at its next regular Board meeting or at a special board meeting convened in order to meet the internal 60-day target within which BPA strives to answer the complaint. The Board may decide not to hear the complaint, in which case the Executive Director’s decision will be final. If the Board hears the complaint, the Operations Manager will send the Board’s decision to the complainant within sixty (60) days of the School’s initial receipt of the complaint or within the time period that has been specified in a written agreement with the complainant. The decision of the Board shall be final.

The complainant has a right to appeal the Board’s decision to the California Department of Education (CDE). In that case, the complainant needs to fill out a “Uniform Complaint Procedure Form” - provided in the Student/Parent Handbook – and file it within fifteen (15) days of receiving the decision. The appeal must include a copy of the complaint filed with the School and a copy of the Board’s decision. The appeal should be sent to: *California Department of Education 1430 N Street Sacramento, CA 95814*



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BRIDGES PREPARATORY ACADEMY

General Complaint Procedures Form

Last Name: _____

First Name/MI: _____ (if applicable)

Student Name: _____ Grade: _____ Date of Birth: _____

Street Address/Apt. #: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Cell Phone: _____

1. Please give facts about the complaint. Provide details such as the names of those involved, dates, whether witnesses were present, etc., that may be helpful to the complaint investigator.

2. Have you discussed your complaint or brought your complaint to any BPA personnel? If you have, to whom did you take the complaint, and what was the result?

3. Please provide copies of any written documents that may be relevant or supportive of your complaint.

I have submitted supporting documentation. Yes No

Signature: _____ Date: _____

Mail complaint and any relevant documents to:

Executive Director
Bridges Preparatory Academy
400 South Santa Fe Ave. Compton, CA 90221
(310)877-6004