



KANAKA's Complaint & Resolution Clarifying Document

This document is being written to clarify and simplify KANAKA's existing Complaint & Resolution Policies contained in KANAKA's Ohana Handbook and KANAKA's Employee Handbook.

A complaint can be verbal or written and should include a detailed statement of the nature of the complaint including the names of the individuals involved and the time, date and place of the incidents and/or actions at issue occurred; an allegation referring to the specific term of the charter or provision of law that the school has violated, what response, if any, was received from the school thus far, what relief the complainant is seeking, and the name, address and phone number of the complainant.

If a complaint is made regarding a staff, the responsibility to hooponopono shall be the Principal. The Governance Board (GB) shall be the appeals body for any complaints that are not satisfactorily resolved or that involve the Principal directly in the complaint. The GB will provide a final action or response within 30 days of the complaint after receiving a formal written complaint. The GB reserve the right to call an emergency meeting should the complaint meet extenuating circumstances that is outlined in the complaint. If the complainant believes that the GB has not adequately addressed the complaint, the individual or group may then present the complaint to the Commissioners. If the complainant determines that the Commissioners of Charter Schools, has not adequately addressed the complaint then they may file their complaint with the Board of Education. The Commissioner and Board of Education shall have the power and duty to issue appropriate remedial orders to the GB under their jurisdiction to effectuate the provisions applicable under the Charter School Law.

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