



# GOMPERS PREPARATORY ACADEMY

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## Gompers Preparatory Academy General Complaint Procedures

*GPA is committed to addressing staff, student, parent/community member concerns and complaints promptly and informally unless otherwise required by established policies/regulations.*

### **Internal Concern and Complaint Procedures**

All employees have direct access to their supervisor, Leadership Team, Superintendent and/or Board of Directors to express their work-related concerns according to the Open Communication Policy found in our staff handbook.

Specific complaints depending on the nature of the concern *i.e. harassment*, may be addressed under the School's Title IX, Harassment, Uniform Complaint Procedure or other applicable Policy.

### **Student Concern and Complaint Procedures**

When a student has a complaint or concern the following procedures are followed:

1. Student shares concern with GPA staff member
2. GPA staff member communicates with Student Affairs and/or sends student to the Office of Student Engagement (OSE) to write a statement
3. Student meets with a member of Student Affairs (Counselor, SEL Team, OSE, etc.) to share concern
4. Student completes declaration statement detailing concern or complaint
5. Student Affairs notifies leadership of concern and a plan is created to address

Specific complaints depending on the nature of the concern *i.e. harassment*, may be addressed under the School's Title IX, Harassment, Uniform Complaint Procedure or other applicable Policy.

### **Parent Concern and Complaint Procedures**

When a parent or community member has a complaint or concern the following procedures are followed:

1. Parent/Community member shares concern with a GPA staff member
2. GPA staff communicates with their direct supervisor and/or member of GPA Leadership Team
3. Plans to address the concerns are created and implemented to ensure they are addressed

Specific complaints depending on the nature of the concern *i.e. harassment*, may be addressed under the School's Title IX, Harassment, Uniform Complaint Procedure or other applicable Policy.