

**University Laboratory School:
A Hawai'i Public Charter School**

Complaint Policy

(Governing Board approved 7/17/14)

The purpose of the following procedure is to establish a process for resolving complaints, in a fair and timely manner. This procedure is meant to serve as a way to help resolve complaints when all other avenues of resolution have failed (e.g. such as notification in person, via school phone or school e-mail of complaints or concerns to the school office and appropriate school personnel).

The University Laboratory School believes in providing a fair, timely, and transparent process for resolving complaints. We take this responsibility seriously, and assure all parties involved that our Principal and our Governing Board will be accessible to those who wish to discuss a matter or register a complaint, to expeditiously address the concern or complaint, to keep the aggrieved informed about the progress in resolving the matter, and to notify the complainant about the outcome.

To file a complaint, please follow the steps below.

1. Fill out the ULS complaint form.
2. Mail or hand deliver to:

UNIVERSITY LABORATORY SCHOOL
Attn: Keoni Jeremiah, Principal
1776 University Avenue UHS #3-121
Honolulu, Hawai'i 96822

3. ULS will confirm receipt of the complaint. Please allow 7 business days for confirmation.

Complaints must be filed not later than 30 calendar days from the date the alleged incident occurred; or the initial date the concern arose; or the initial date the complainant first obtained knowledge of the facts of the incident in question.

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Complaint Form

1. Your Full Name: _____

2. Your Phone Number: _____

3. Your Email address: _____

4. Your Mailing address: _____

5. Date of alleged incident or concern? _____

6. What is the nature of your concern or description of the complaint?

7. Does this complaint or concern involve a crime? (Yes or No)

Yes

No

If yes, has the police department been notified?

8. Have you contacted anyone else at ULS regarding this matter? If yes, please provide a brief summary of actions taken and outcomes thus far.

9. Have you sought a lawyer in resolving your complaint? If yes, has the lawyer contacted or notified the school of their representation.

10. If you are an employee, have you sought the help of your Union in resolving the complaint? If so has the union contacted or notified the school of their representation.

Comments: