

Osprey Wilds Environmental Learning Center

Charter School Division

Grievance Policy

As of 5/25/2016

This policy establishes the process by which Osprey Wilds will address complaints made about its authorized schools. Osprey Wilds seriously considers and reviews allegations of illegality or failure of schools to protect students or uphold public interests.

Process:

1. **Complaint Receipt.** The complaint must identify the complainant and provide a method of contact (such as a phone number or email address). Osprey Wilds will not investigate anonymous complaints. Osprey Wilds will acknowledge receipt of the complaint. At this point in the process, Osprey Wilds may inquire as to how the complainant attempted to resolve the grievance with the school prior to contacting Osprey Wilds (e.g., contacting the school's director, bringing the issue to the school's board).
2. **Allegation Determination.** Osprey Wilds will determine whether the allegations in the complaint are related to violations of law or failure to protect students or uphold public interests. If not, Osprey Wilds will provide a response to the complainant to explain as such and clarify Osprey Wilds' roles and responsibilities as an authorizer and the charter school-authorizer relationship.
3. **Reasonable Inquiry.** If Osprey Wilds determines that allegations are related to violations of law or failure to protect students or uphold public interests, Osprey Wilds will conduct a reasonable inquiry for the purpose of verifying whether the allegations provide sufficient evidence to establish the alleged violations or improprieties. The extent and manner of the reasonable inquiry is in Osprey Wilds' sole discretion.
4. **Required Action.** If the reasonable inquiry provides sufficient evidence to establish the alleged violations or improprieties, Osprey Wilds will notify the school and require action as necessary and appropriate in Osprey Wilds' sole discretion.
5. **Osprey Wilds Response.** Although the length of the reasonable inquiry will vary depending upon the scope, complexity, and specificity of the complaint at issue, Osprey Wilds will strive to respond to the complainant in writing within thirty days of receipt of the complaint (if a response was not previously provided in step #2). If circumstances warrant, Osprey Wilds may require additional time to provide such a response, in which case it will generally advise the complainant.