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# Wyoming Charter School Authorizing Board

## Parent, Guardian, and Community Complaint Policy

### Purpose and Scope

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This policy establishes a fair, respectful, and transparent process for receiving, addressing, and resolving concerns from parents, guardians, or community members regarding charter schools authorized by the Wyoming Charter School Authorizing Board (WCSAB).

Complaints must first be addressed through each school's adopted grievance policy. The WCSAB serves as an oversight authority after the local process has been exhausted and in limited urgent circumstances.

### I. Standard Complaint Resolution Pathway

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#### Step 1: Local Grievance Process

Unless a clear and urgent exception applies (see Section II), the complainant must first utilize the charter school's internal grievance process.

After the local grievance process has been completed—or if the complainant can demonstrate that timely access to the local process was denied—the matter may be brought to the WCSAB. Anonymous complaints will not be accepted.

#### Step 2: Submission to WCSAB

Complaints submitted to the WCSAB must be submitted by using the WCSAB's standard written complaint form. The submission must include:

- Name, signature, and contact information of the complainant.
- A clear description of the issue.
- Relevant dates.
- Steps already taken at the school level.
- A description of the outcome sought.

## II. Exceptions: Urgent Or Sensitive Complaints

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In the event of concerns involving:

- Safety issues that may result in imminent harm to students.
- Illegal activity.
- Abuse, harassment, or discrimination.
- Conflict of interest involving the school’s governing board or leadership.
- Other matters requiring immediate intervention.

The complainant may contact the WCSAB Executive Director directly.

The Executive Director will determine the appropriate response, which may include:

- Referring the matter to the appropriate school official.
- Conducting a limited preliminary review.
- Notifying law enforcement, child protection agencies, or other appropriate authorities.

## III. Roles And Responsibilities

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### WCSAB Board Members

- Board members do not investigate or resolve complaints.
- If approached by a complainant, a board member will confirm whether the local grievance process has been used.
- Forward any written complaint received to the Executive Director.
- Avoid discussion to maintain impartiality.

### Executive Director

- Receives and manages complaints submitted to the WCSAB.
- Ensures compliance with this policy and applicable law.
- Provides a confidential executive summary of any resolved complaint to Board members at least three (3) days prior to communicating the administrative resolution to the complainant.

## IV. Timelines

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Clarification: “Complaint Received” means received by the Executive Director or designee.

STAGE	ACTION	TIMELINE
Complaint Received (forwarded to school)	Acknowledge receipt.	Within 3 business days.
Local School Response	Per school’s grievance policy.	Typically, within 10 business days (not controlled by WCSAB).

STAGE	ACTION	TIMELINE
ED Follow-Up	Response to complainant with update or outcome.	Within 5 business days of receipt of the action of the local school.
Appeal (if requested)	Board action.	Within 15 business days of complainant receiving response.

## VI. Safeguards And Standards

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- **Written and Signed Complaints Required:** All complaints must be submitted in writing and must be signed and dated to be considered valid.
- **Anonymous Complaints:** Anonymous complaints will not be accepted.
- **Confidentiality:** All information shall be handled in accordance with FERPA and applicable privacy laws.
- **Non-Retaliation:** Retaliation against any individual for filing a complaint or participating in a complaint process is strictly prohibited. Retaliation includes, but is not limited to, intimidation, harassment, adverse action, or reprisal by a school, governing board, or affiliated personnel.
- **Language Access:** Reasonable language access accommodations will be provided upon request.
- **Special Education and Section 504:** Complaints involving special education or Section 504 matters must follow legally mandated dispute resolution processes.

## VII. Governance Protections

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- **Legal Counsel Required:** All actions under this policy shall be taken only after receiving prior advice from the Board's legal counsel when legally required or appropriate.
- **Ex Parte Communication:** Board members are prohibited from engaging in private discussions regarding complaints that may come before the Board.
- **Recordkeeping:** The Executive Director shall maintain a secure, chronological, and confidential complaint log that includes:
  - Date received.
  - Complainant identity.
  - Subject of the complaint.
  - Routing and handling.
  - Outcome.
- **Periodic Review:** The Board shall periodically review non-identifiable complaint trends to improve oversight and authorizing practices.