



Pacific Charter Institute

General Complaint Policy

BP 1312

Adopted: March 14, 2024

Revised: September 3, 2026

Pacific Charter Institute (“PCI” or “Charter School”) has adopted this General Complaint Policy to address concerns about PCI or its charter schools generally and/or regarding specific PCI employees. For complaints regarding unlawful discrimination, harassment, intimidation or bullying, unlawful pupil fees, or other specific perceived violations of state or federal laws, please refer to PCI’s Title IX, Harassment, Intimidation, Discrimination, and Bullying Policy and/or PCI’s Uniform Complaint Policy and Procedures. For all other complaints, this policy, the General Complaint Form, and accompanying procedures will be appropriate. For any questions regarding the application of this policy or PCI’s other policies, please contact the Human Resources Coordinator (or designee).

This policy shall be used when an employee or non-employee complainant raises a complaint or concern about PCI or its charter schools generally or a PCI employee.

If reasonably feasible, third-party complaints shall be resolved at the lowest possible level, including attempts to discuss/resolve concerns with the PCI employee directly. However, in the event an informal resolution cannot be achieved or is not appropriate, the following steps will be followed:

1. The complainant begins the process by filing a written complaint using a General Complaint Form (sample below) with Director of Human Resources as soon as possible after the events that give rise to the complainant’s concerns. The written complaint shall set forth in detail the factual basis for the complaint;
2. The HR Director (or designee) shall use their best efforts to ascertain the facts relating to the complaint. When applicable, the HR Coordinator (or designee) shall confer with the parties identified in the complaint or persons with knowledge of the particulars of the complaint to ascertain said facts; and
3. In the event that the HR Coordinator (or designee) finds that a complaint is valid, the HR Director (or designee) shall take appropriate action to resolve the concern. In the event the complaint is against an employee of PCI, the HR Director (or designee) may take disciplinary action against the employee. As appropriate, the HR Director (or designee) may counsel or reprimand employees as to their conduct without initiating formal disciplinary measures. The HR’s Director (or designee’s) decision relating to the complaint shall be final.
4. If the complaint is about the Executive Director, the complainant may file their complaint by using a General Complaint Form (sample below) and sending it to the Chairman of the



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Board (“Chairman”), who will then conduct a fact-finding investigation or authorize a third-party investigator on behalf of PCI. The Chairman or investigator will report the findings to the Board, in closed session for review and further action, if necessary.

5. The Chairman or investigator shall draft a written response to the complainant indicating that the matter has been investigated and sufficiently addressed. If appropriate, the response may include general details about the manner of the resolution, but at all times employee and student privacy rights shall be maintained. No response may include any details about adverse action taken against a student or employee.

GENERAL ASSURANCES

1. Confidentiality: All complainants shall be notified that information obtained from the complainants, and thereafter gathered during the investigation, shall be maintained in a manner as confidential as possible, but in some circumstances absolute confidentiality cannot be guaranteed.
2. Non-Retaliation: All complainants shall be advised that complainants shall be protected against retaliation as a result of the filing of any complaints or participation in any complaint process.
3. Resolution: The Board, HR Director, or designee will investigate complaints appropriately under the circumstances, and if necessary, take appropriate remedial measures to ensure effective resolution of any complaint.



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GENERAL COMPLAINT FORM

Name: _____ Date: _____

Date of Alleged Incident(s): _____

Name of Person(s) this complaint is about (if known and applicable):

List any witnesses that were present:

Where did the incident(s) occur?

Please describe the circumstances, events, or conduct that are the basis of your complaint by providing as much factual detail as possible (*e.g.* specific statements; what, if any, physical contact was involved; any verbal statements; what did you do to avoid the situation, *etc.*) (Attach additional pages, if needed):

I hereby authorize PCI to disclose the information I have provided as it finds necessary in pursuing its investigation. I hereby certify that the information I have provided in this complaint is true and correct and complete to the best of my knowledge and belief. Employees providing false information in this regard could result in disciplinary action up to and including termination.

To submit complaint, mail form to:

Pacific Charter Institute

Attn: HR Director

2241 Harvard Street, Suite 310

Sacramento, CA 95815

OR, email form:

Gretchen Bender

HR Director

Gretchen.bender@pacificcharters.org