



Fronteras Spanish Immersion Charter School Centro Académico

P. O. Box 871433
Wasilla, AK 99687-1433

Phone (907) 745-2223
Email: info@fronteras-k8.us
Website: www.fronteras-k8.us

CONFLICT RESOLUTION FORM

Please try to resolve all conflicts directly and at the lowest level through informal means utilizing peaceful discussion, whenever possible. Should the conflict remain unresolved, please fill out this form and turn it in to the appropriate person:

- Conflict with a teacher – turn this form in to the principal (or APC Governing Board Chair, if the principal and teacher are related or married)
- Conflict with the principal – turn this form in to the APC Governing Board Chair
- Conflict with a member of the staff – turn this form in to the principal
- Conflict with another parent on a school issue – turn this form in to the principal

DESCRIPTION OF COMPLAINT: Please include all important information such as location, names, dates, who was present, and to whom it was reported. Please use additional paper if more space is needed.

1. Who or what is your complaint against?

Person/Persons involved:
Position:

2. What is your complaint?

3. Has this been discussed with him/her? Yes / No (If no, please explain)

Dates Discussed:

4. Has the complaint been discussed with the principal or supervisor? Yes / No

Dates Discussed:

5. What Remedy or action do you suggest?

Submitted By:
Signature: _____ Date: _____
Printed Name: _____
Address: _____ Phone: _____

Received at Fronteras:
Signature: _____ Date: _____
Printed Name: _____

RESOLUTION PROCEDURES

It is a fundamental constitutional right to have freedom of expression, including criticism of public agencies and their employees. Public employees are also entitled to various rights including the right to the protection of due process of law. In order to satisfy any conflicting rights, the following procedures are established by Fronteras Spanish Immersion Charter School for processing complaints against employees or employee practices of the school district.

Most complaints can be resolved by informal discussions between the complainant and the employee or the employee's principal/supervisor. This formal complaint process is reserved for complaints that are not resolved after the informal process has been attempted and must be filed by May 1st of the current school year. For extenuating circumstances, the deadline may be extended. Even when this formal complaint procedure is initiated, efforts may occur at any point to accomplish satisfactory informal resolution. In no case is there to be retaliation from either party.

Directions for processing complaints against employees, policies, practices, and procedures of the Fronteras Spanish Immersion Charter School:

1. First, (always try to resolve at the lowest level) a person, lodging a complaint against a district employee or employee practices, should meet with the person with whom you have a conflict in an attempt to reach a solution.
2. Second, if you feel you have not reached a solution, you may want to informally meet with the principal or APC Chair to discuss the problem in an attempt to reach a solution.
3. Any person who still feels dissatisfied with the result of such a meeting may wish to complete a Conflict Resolution Form.
4. Turn the form into the office. A letter of receipt stating who will be working with you to resolve this complaint and their contact numbers will be sent to you.
5. A copy of the complaint form will be provided to the employee against whom the charge is made with a request that the employee respond in writing to the appropriate administrator within ten (10) working days of receipt of the complaint. The employee shall cooperate in resolving the complaint.
6. If the complaint is not resolved at the lowest level, the appropriate next level will review the complaint and related material, interview parties, and submit findings back to the complainant.
7. The Principal or designee will notify the person filing the complaint and employee in writing of the final determination. A final decision will be issued in a timely manner, not to exceed 45 working days, after the filing of the formal complaint.
8. If the person filing the complaint is not satisfied with the results, an appeal may be made to the Fronteras APC Governing Board.
9. Employees impacted by use of the Conflict Resolution Form may choose to exercise rights given them by law or by employment agreement. Both the employees and the complaining party may have representation of their choice throughout the process.
10. At any point after the complaint process has been initiated, if the person filing the complaint indicates a desire to pursue formal litigation, or does in fact file suit, the district's Conflict Resolution process will be terminated. The Fronteras APC Governing Board will then turn the matter over to counsel.

POSSIBLE OUTCOMES OF A FORMAL COMPLAINT PROCEEDING

1. Fronteras' Principal or the APC Governing Board may request additional information from the complainant regarding this matter. The complainant will need to provide such information as is available. It should also be understood that the complainant may be required to testify or be subject to cross-examination.

2. The requested resolution recommended by the complainant will be carefully considered, but it should be understood that the ultimate resolution may be more or less severe than what was originally recommended, as deemed appropriate by those in authority of the complaint proceedings.
3. If the complaint is directed toward the actions of an employee, Fronteras will give a copy of the complaint to the individual(s) about whom the complaint is lodged. That person(s) will be given the opportunity to respond to the complaint. The complainant will be provided with any written response.
4. If this matter is not informally resolved, a hearing may at some point be held before the APC Governing Board. That hearing shall be held in Executive Session in accordance with the provisions of the Open Meeting Act. At that hearing, the person against whom the complaint was lodged has the right to be present. He or she may also have the right to be represented, to call witnesses, to introduce evidence, and to cross-examine the complainant as well as other witnesses for the complainant. A record of the meeting will be kept.
5. The complainant may request to withdraw the complaint at any time. However, in the event that Fronteras views the matter raised in the complaint as being sufficiently serious, agents of Fronteras may pursue the matter in spite of the complainant's desire not to proceed. If any judicial proceedings arise from the matters raised in the complaint, both the complainant and the person accused of the wrong are both entitled to all the rights and protections available in such judicial proceedings.
6. It is understood that a complaint should be of a serious nature. Repeated frivolous complaints from the same party may be reason enough to consider future inconsequential complaints from that party void.