

**EXPLORE KNOWLEDGE ACADEMY CHARTER SCHOOL  
PUBLIC CONCERN FORM**

(Please complete sections I-III.)

Date: \_\_\_\_\_

**SECTION I**

Name of Person Filing Form \_\_\_\_\_ Home Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Work Phone: \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Name of Student (if applicable) \_\_\_\_\_ Grade Level of Student \_\_\_\_\_

**SECTION II**

Please indicate what steps you have taken to resolve this concern:

	YES	NO	N/A	DATE
Talked/met with advisor	_____	_____	_____	_____
Talked/met with administrator	_____	_____	_____	_____
Talked/met with other employees (list)	_____	_____	_____	_____
Other/Comments:				

**SECTION III**

Please attach a separate sheet of paper to this form explaining the following:

- 1) Your concern
- 2) Your desired resolution

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**(This section is for EKA Charter School use only. Do not write in this area.)**

Date form received in Business Office: \_\_\_\_\_

Administrator responsible for response	Date response due to person filing claim:	Status of resolution
1. _____	_____	Resolved/Appealed
2. _____	_____	Resolved/Appealed

Notes:

1. The contents of this form and concern shall be kept confidential. Information related to this concern shall be shared only with those employees who can help achieve a resolution.
2. Under no circumstances may an employee take retaliatory action against a student or ridicule a student because a Public Concern Form has been filed.

## **EXPLORE KNOWLEDGE ACADEMY CHARTER SCHOOL**

### **PUBLIC CONCERNS**

Because parents, educators, and members of the public share the goal of making school experiences rewarding for children, it is in the best interests of all parties to resolve school-related concerns as quickly and effectively as possible. The best solutions are those which involve input from those closest to the concern, typically, the parent, the student, and the advisor.

The following is the proper procedure to be used by persons who have concerns:

### **INFORMAL RESOLUTIONS**

Most problems are resolved informally. Such resolutions are usually the result of discussions between the person having a concern and an employee and/or supervising staff at the school site. It is not necessary to complete a Public Concern Form if the individuals involved are attempting to resolve concerns informally before completing a Public Concern Form.

### **FORMAL RESOLUTIONS**

When efforts to resolve concerns informally do not produce satisfactory results, the person with a concern may formalize the complaint by putting it in writing and attaching it to EKA's Public Concern Form. (available in front office at each site) The written concern and this form must be delivered or mailed to: The Business Office, 5871 Mountain Vista Street, Las Vegas, NV 89120.

When the concern arrives, the Business Office will 1) date the form for the day it is received, indicate the date by which the person submitting the concern may expect to receive a response from the school, 2) indicate who is responsible for responding to the concern, 3) send copies of the concern to the person assigned to respond and his/her immediate supervisor, 4) send a copy of the form to the President of the Board of Trustees, and 5) send an acknowledgment of receipt of the concern and a copy of the school's regulation regarding Public Concerns to the individual filing the form within two working days.

The person responsible for responding to the concern will make contact with the person filing the concern within three working days of the school's receipt of the form. After investigating the concern, the person will provide, in writing, to those involved his or her recommendation(s) for resolving the concern. This written response to the concern must be provided within eight working days of the school's initial receipt of the concern.

If the initial written response is satisfactory, no further contact with the school is necessary on the part of the person filing the concern. If the response is unsatisfactory, the person filing the concern has the option of contacting the executive director within five working days of receiving the school person's response to advise that the concern is still not resolved. The executive director may either issue a final decision in the matter, or refer the concern to an advisory committee of the Board of Trustees. The final answer, from either the executive director or the board advisory committee, will be provided within ten (10) working days of the date the concern is referred to the executive director.

## EXPLORE KNOWLEDGE ACADEMY REGULATION

### PUBLIC CONCERNS

The following is the proper procedure to be utilized by persons who have concerns:

#### I INFORMAL RESOLUTIONS

It is vital that every effort is made to resolve concerns as expediently as possible. Individuals with a concern must be afforded an opportunity to confer with the employee(s) and/or supervising staff member(s) to resolve their concern in an informal manner as quickly as possible. It is the responsibility of the site administrator to advise the individual expressing the concern of the school's procedure to resolve concerns and to assist them in obtaining the Public Concern form, if the person expressing the concern so desires.

#### II. FORMAL RESOLUTIONS

##### A. Submitting the Concern

Concerns that are not resolved informally may be submitted in writing, attached to the Public Concern Form, signed by the person having the concern. The person completing the form must mail or deliver the form and concern to: Business Office, 5871 Mountain Vista Street, Las Vegas, NV 89120.