

Ke Kula Niihau O Kekaha Learning Center  
COMPLAINTS PROCEDURE

Any individual or group may bring a complaint to the Board alleging a violation of the Charter Schools Act, our charter, or any other provision of the law relating to the management or governance of Ke Kula Niihau O Kekaha Learning Center. A complaint should include the following:

1. A written statement of the nature of the complaint including the names of the individuals involved and the time, date, and place the incidents and/or actions at issue occurred
  - a. A reference to the specific term of the charter or provision of law that the school has violated
  - b. What response, if any, was received from the school thus far,
  - c. What relief the complainant is seeking
  - d. Name, address and phone number of the complainant
2. If a complaint is made regarding a staff member at Ke Kula Niihau O Kekaha Learning Center, it shall first be the responsibility of the Poo Kumu to address the complaint to the satisfaction of the Governing Board and the complainant.
3. The Governing Board shall serve as the appeals body for any complaints that are not satisfactorily resolved or that involve the Poo Kumu directly in the complaint.
4. The Governing Board will act on the complaint and provide a final response to the complainant within 30 days of receiving the formal written complaint or by the next regularly scheduled meeting of the board unless extenuating circumstances outlined in the complaint require an expedited review.
5. If the complainant believes that the KKNOK Governing Board has not adequately addressed the complaint, the individual or group may then present the complaint to the Hawaii Public Charter School Commissioner, whose office will investigate and respond.
6. If the complainant determines that the authorizer has not adequately addressed the complaint, they may present the complaint to the Board of Education, whose office will investigate and respond.
7. The Commissioner and/or the Board of Education shall issue appropriate remedial orders to the Governing Board of KKNOK under their jurisdiction to effectuate the provisions under the Charter School Act.
8. The complainant has the right to file a discrimination complaint with the federal or state government.
9. Complainants and respondents shall have the right to seek counsel at their own expense in preparing, filing, and presenting any matter arising out of a complaint.
10. A complainant and respondent shall have access to information and records in the possession of the school which bear upon the validity of the complaint except for such information and records that must remain confidential in accordance with federal and state laws.
11. Complaint records shall remain confidential. They shall be maintained separate and apart from student and personnel files.
12. A complainant shall not be prevented or discouraged from discussing discrimination concerns with the Poo Kumu prior to filing a complaint.