

PRIORITY CHARTER SCHOOLS
PUBLIC COMPLAINTS AND GRIEVANCES
PCS – PG – 1.10

The forms on the following pages are provided to assist the District in processing claims from members of the public.

Exhibit A: Public Complaint-Level One — 2 pages

Exhibit B: Public Complaint-Level Two Appeal Notice — 1 page

Exhibit C: Public Complaint-Level Three Appeal Notice — 2 pages

EXHIBIT A

PRIORITY CHARTER SCHOOLS
PUBLIC COMPLAINT—LEVEL ONE

To file a formal complaint, please complete this form in its entirety and submit it by hand delivery, fax, or U.S. mail to the appropriate administrator within the time established in the Priority Charter School's Public Complaint and Grievance Policy. All complaints will be heard in accordance with Priority Charter School's Public Complaint and Grievance Policy found on the website at www.prioritycharterschools.org in Policy Group 1 – Governance – PG-1.10 or any exceptions outlined therein.

1. Name _____

2. Address _____

Telephone number (_____) _____

3. If you will have designated a representative to speak on your behalf, please identify the person representing you.

Name _____

Address _____

Telephone number (_____) _____

4. Please describe the decision or circumstance resulting in this complaint (give specific factual details).

5. What was the date of the decision or action resulting in this complaint?

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6. Please explain how you have been affected by this decision or action.

7. Please describe any efforts you have made to resolve your complaint informally and the response to your efforts.

With whom did you communicate? _____

On what date(s)? _____

8. Please describe the outcome or remedy you seek from this complaint.

Signature _____

Signature of representative (if applicable) _____

Date of filing _____

Attach to this form any documents you believe will support the complaint; if unavailable when you submit this form, they may be presented no later than the Level One conference. Please keep a copy of the completed form and any supporting documentation for your records.

Please note: A complaint form that is incomplete in any material way may be dismissed, but may be refiled with all the required information if the refiling is within the designated time for filing a complaint.

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EXHIBIT B

PRIORITY CHARTER SCHOOLS
PUBLIC COMPLAINT—LEVEL TWO

To appeal a Level One decision, or the lack of a timely response after a Level One conference, please complete this form in its entirety and submit it by hand delivery, fax, or U.S. mail to the Superintendent or designee within the time established in the Priority Charter School's Public Complaint and Grievance Policy. Appeals will be heard in accordance with Priority Charter School's Public Complaint and Grievance Policy found on the website at www.prioritycharterschools.org in Policy Group 1 – Governance – PG-1.10 or any exceptions outlined therein.

1. Name _____

2. Address _____

Telephone number (_____) _____

3. If you have designated a representative to speak on your behalf, please identify the person representing you.

Name _____

Address _____

Telephone number (_____) _____

4. To whom did you present your complaint at Level One?

Date of conference _____

Date you received a response to the Level One conference _____

5. Please explain specifically how you disagree with the outcome at Level One.

6. Attach a copy of your original complaint and any documentation submitted at Level One.

7. Attach a copy of the Level One response being appealed, if applicable.

Signature _____

Signature of representative (if applicable) _____

Date of filing _____

EXHIBIT C

PRIORITY CHARTER SCHOOLS
PUBLIC COMPLAINT—LEVEL THREE APPEAL NOTICE

To appeal a Level Two decision, or the lack of a timely response after a Level Two conference, please complete this form in its entirety and submit it by hand delivery, fax, or U.S. mail to the Superintendent or designee within the time established in the Priority Charter School's Public Complaint and Grievance Policy. Appeals will be heard in accordance with Priority Charter School's Public Complaint and Grievance Policy found on the website at www.prioritycharterschools.org in Policy Group 1 – Governance – PG-1.10 or any exceptions outlined therein.

1. Name _____

2. Address _____

Telephone number (_____) _____

3. If you will be represented in voicing your complaint, please identify the person representing you.

Name _____

Address _____

Telephone number (_____) _____

4. To whom did you present your complaint at Level Two?

Date of conference _____

Date you received a response to the Level Two conference _____

5. Please explain specifically how you disagree with the outcome at Level Two.

6. Do you want the Board to hear this appeal in open session? _____

Please be aware that the Texas Open Meetings Act may prevent the Board from granting a request for open session.

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7. Attach a copy of your original complaint and any documentation submitted at Level One and a copy of your Level Two appeal notice.
8. Attach a copy of the Level Two response being appealed, if applicable.

Signature _____

Signature representative (if applicable) _____

Date of filing _____