

Complaint Handling Procedure

Anyone who has been subjected to any conduct that they believe violates the Conduct Code and Policies, are encouraged to promptly speak to, write, or otherwise contact a member of the A+ Education and Performing Arts instructional staff, support staff, or administration, ideally within ten (10) days after the offending conduct. The person in receipt of such a complaint will consult with either the Board of Directors or the Program Executive Director or their designee in order to address the complaint and will provide the person who filed the complaint with a response as to the status of the complaint within five (5) days. A written copy of all complaints and associated investigational documentation will be maintained as a confidential file.

The Board of Directors, Program Executive Directors or designees have responsibility for investigating any concerns reported regarding violation of the A Plus Education and Performing Arts policies. The investigator(s) shall be a neutral party having had no involvement in the complaint presented. All individuals involved in the investigation of the complaint will, to the extent possible without jeopardizing the integrity of the investigation, maintain the confidentiality of the complaint information.

Step 1: Any information regarding possible policy violations shall be presented to the A Plus Board President, Vice President, any Board Member or any of the Program Executives Directors. Complaints against the Executive Director of one of the programs shall be presented to the President of the Board of Directors. If the complaint has not already been resolved by the person who received the complaint. The Board shall designate a neutral party to investigate the complaint. The designated Board party shall ensure that written records are kept, these will include the specific nature of the complaint and corresponding dates.

Step 2: The Program Executive Director or Board Member receiving the information or complaint shall promptly initiate an investigation. The investigation committee will consist of people who can independently evaluate the complaint (usually not the Executive Director of the impacted program or their staff, and ideally the committee would include a female as well), with the objective to form a committee that helps assure any concern of bias is mitigated. If necessary legal advice can be sought from the A Plus legal representative. The Board member leading the investigation will arrange such meetings as may be necessary to discuss the issue with all concerned parties within fifteen days after receipt of the information or complaint unless an official law enforcement investigation is initiated. The parties will have an opportunity to submit evidence and other materials on their own behalf.

All complaints of sexual harassment will be kept confidential to the extent reasonable and possible under the circumstances, and will be investigated promptly, thoroughly, and impartially. All findings of the investigation, including the response of the person(s) about whom the complaint was made, shall be reduced to writing. The Board designated person leading the investigation shall notify the complainant in writing when the investigation is concluded. The Program Executive Director has the authority, after consultation with the Board, to immediately

dismiss any member of staff or member found to be in violation of one of the A Plus policies. If the member is under 18 years of age their parent or guardian must be notified.

If an investigation substantiates allegations of sexual harassment, APlus will take immediate and appropriate corrective action that is designed to address, stop, and remedy the harassment, and to ensure that the harassment does not recur.

Step 3: If a complainant is not satisfied with the information provided at Step 2, he/she may submit a written appeal to the President of the Board of Directors. Such appeal must be filed within fifteen days after receipt of the Step 2 decision. The President or designee will arrange such meetings with the complainant and other affected parties as deemed necessary to discuss the appeal. The President or designee shall provide a written decision to the complainant within twenty days of receipt of the appeal.

A written copy of all complaints and associated investigational documentation will be maintained as a confidential file.

Complaint Reporting Form

This form is for the reporting and recording of any concerns regarding violation of the A Plus Education and Performing Arts policies. All complaints will be kept confidential to the extent reasonable and possible under the circumstances, and will be investigated promptly, thoroughly, and impartially

Name of complainant: _____

Address of complainant: _____

Phone: _____

Date of complaint: _____ Date complaint received: _____

Name of violator: _____

Date, time and place of incident(s): _____

Description of misconduct: _____

Name of witnesses, if any: _____

Evidence of the policy violation, i.e., letters, photos, etc. (Attach copies if possible): _____

Any other information: _____

I attest the above information is accurate and true to the best of my knowledge.

Signature: _____ Date: _____

The list below contains the names of all of the Board Members who may be involved in investigating this complaint. If you do not wish any particular Board Member to be involved, please delete their name from the list

Frank Galarraga – President

Laura Beasley – Director

Gregg Bestreski - Alumni Representative

Jeff Lockard – Vice President

Donna Terry - Director

Harlan Landes – Raiders Program Director

Sian Godwin – Secretary

Bobby Gupta - Director

Jennifer Troxell – Winter Star Program Director

Alexandra Galarraga – Treasurer

Linda Golden – RCP Program Director