

Kihei Charter School

Complaint Policy

Kihei Charter School strives daily to behave in the most appropriate fashion as we provide a unique and challenging education for our students. When issues arise that need the attention of the school's leadership, the following guidelines should be followed.

A parent, student, employee or community member who has a complaint regarding the actions of the school, or anyone involved with the school, may file a complaint in writing addressed to the Executive Director of Kihei Charter School. The written complaint will be delegated to the appropriate administrator for review and action.

Following the filed complaint, the appropriate authority will investigate the issue and render a decision in writing to the complainant or the parent of the complainant if the complaint was filed by a Kihei Charter School student. Should the complainant disagree with the written decision, the case may be appealed to the Executive Director. All appeals must be in writing and be received within 7 calendar days of the date of the initial written decision. If the proper chain of command has not been followed, the Executive Director will send the complaint back to the appropriate level for action and the timetable will restart.

The Executive Director of Kihei Charter School will forward the complaint to the Board of Governors should the issue not be resolved at the school level. The decision of the board will be issued in written form and will follow the same timetable as the school. The decision of the Kihei Charter School Board of Governors is final.