

WHEA Parent/Guardian Complaint Procedures & Policy Revised 6/29/21

Complaint Procedures:

1. All school-level concerns, problems and complaints should be reported to and discussed with a child's teacher first.
2. If the parent/guardian feels that the problem is unresolved, the complaint must be discussed with your child's Lead Teacher (Middle or High School).
3. If the parent/guardian deems that the problem is still unresolved or circumstances do not allow the parent/guardian to discuss the problem with a teacher, then the complainant must contact the school's Administrator.
4. If the problem is still unresolved or circumstances do not allow the problem to be discussed with the administrator, the complainant must contact the school's Governing Board Chair.
 - a. Contact information for the WHEA Board Chair can be found on the school's website (<https://www.whea.net>) and on the Charter School Commission's website (chartercommission.hawaii.gov)
5. If the complainant has followed the above procedures and the problem is still unresolved or the concern is regarding the WHEA Governing Board, the complaint may be taken to the Charter School Commission's Office.

Before submitting a complaint to the Commission, please be aware of WHEA's complaint process.

Approved by WHEAPCS GB: October 19th, 2016; Reviewed on July 14th, 2021