

WAC 108-60-020 School complaint process. (1) Charter public schools must have a procedure to resolve complaints by students or parents or guardians about the school's operation or administration of the charter public school. The requirement includes, but is not limited to, the requirements established under RCW 28A.710.187.

(2) Charter public schools must provide students and parents or guardians, information on the school's complaint process a minimum of two times each school year. If the school communicates information electronically to students and parents or guardians, an electronic link to the website information about the school's process and instructions for submitting complaints must be included.

(3) Charter public schools must provide students and parents or guardians information on the existence of and the location of the school's student/family handbook a minimum of two times each school year. If the student/family handbook is available electronically, the school must include an electronic link to the student/family handbook, along with specific instruction on where the complaint process is within the student/family handbook.

(4) Charter public schools must provide all enrolled students and their parents or guardians the opportunity to provide anonymous feedback on the school's complaint process at least once during each school year. The purpose of gathering feedback is to support the school in continuous improvement of its communications with families. If the opportunity provided by the school is at a meeting or forum, the school must notify the commission at least two weeks before the meeting or forum. If the opportunity provided by the school is through written feedback, the school must promptly provide a copy of the request to students/parents for written feedback to the commission. Within 30 days of the deadline for feedback from students/parents, the school must provide a written summary to the commission of the feedback received from students/parents, and a response to the feedback, including any steps the school plans to take to improve the process if needed.

[Statutory Authority: RCW 28A.710.070, 28A.710.100, 28A.710.170, 28A.710.185, 28A.710.187, 28A.710.190, and 28A.710.200. WSR 24-01-111, § 108-60-020, filed 12/19/23, effective 1/19/24.]