

**PUENTE Charter School  
Complaint Contact Information  
2018-2019**

**Concerns about a Teacher, Staff Member, or  
PUENTE Community Member**

1. Make an appointment to meet with Principal/  
TitleIX Coordinator, Jerome Greening:  
323.780.0076 or jerome@puente.org to share and  
present your concerns and develop a plan to  
resolve the matter within 60 days.
2. After concerns have been addressed, if you are still  
not satisfied, schedule a meeting with the VP of  
Finance and Administration, Angelica Castro at  
323.780.8900 or angelica@puente.org
3. Meet with the Chief Executive Officer to make a  
plan to address your concern.
4. After concerns have been addressed, if you are  
still not satisfied, send an email to the PUENTE  
Learning Center Board Chair, Albert Reyes at  
albert.reyes@kutakrock.com
5. The Board Chair will share your concern with the  
PUENTE Learning Center Board.
6. The PUENTE Learning Center Board of Directors  
will review and address your concern in writing.

**Concerns about a  
Board Member**

1. Email or call the Board  
Chair to make an  
appointment to share  
your concern.
2. The Board Chair will  
review and address  
your concerns in  
writing.
3. After concerns have  
been addressed, if you  
are not satisfied,  
contact the LAUSD  
Charter Division to  
express your concern.

**Concerns about  
the Chief Executive**

1. Contact the Chief  
Executive Officer  
and make an  
appointment to share  
your concern.
2. Develop a plan to  
resolve the issue.
3. If you are unsatisfied  
with the results,  
email the Board  
Chairman.
4. The Board will  
review and address  
your concern in  
writing.
5. After concern have  
been addressed, if  
you are still not  
satisfied, contact the  
LAUSD Charter  
Division to express  
your dissatisfaction.

**Concerns about  
the Principal**

1. Contact the Principal  
to make an  
appointment to share  
your concern.
2. Develop a plan to  
resolve the issue.
3. If you are  
unsatisfied, contact  
the CEO to develop a  
plan to resolve the  
issue.
4. If your concern is not  
resolved contact the  
Board Chair.
5. The Board Chair and  
Principal Board will  
review and address  
your concern in  
writing.
6. After concerns have  
been addressed, if  
you are still not  
satisfied, contact the  
LAUSD Charter  
Division to express  
your dissatisfaction.