

**PUENTE Charter School
Complaint Contact Information
2019-2020**

**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 at
chairman@puente.org
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.