

**PUENTE Charter School
Complaint Contact
Information 2023-2024**

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

1. Make an appointment to meet with Principal, Brenda Meza, 323.780.0084/brenda@puente.org or HR Director Tesa Marquez 323.780.2962 or tesa@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. Jerome Greening 323.780.0076/jerome@puente.org
4. After concerns have been addressed, if you are still not satisfied, send an email to the PUENTE Learning Center Board Chair, Chun Wong at cwong@asolva.com/877.543.1088 ext. 801
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.

**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 Chair at chun@puente.org
4. The Board Chair will review and address your concern in writing.

**Concerns about
the Principal**

1. Contact the Principal, Brenda Meza, 323.780.0084/brenda@puente.org 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 Board will review and address your concern in writing.