

Stakeholder Complaint Resolution Procedure

The following procedure outlines the steps to be used by a parent, guardian, or community member who has a suggestion, question, comment, concern or complaint about PUENTE Charter Schools policy, team member or particular situation. PUENTE Charter School encourages families and team members to resolve problems collaboratively and respectfully. Teamwork, respect, and prompt resolution of conflicts are very important to PUENTE Charter School.

Complaint Contact Information

Concerns about Teacher, Staff Member, or PUENTE Community Member	1. Make an appointment to share and present your concerns and develop a plan to resolve the matter within 60 days with: Principal, Brenda Meza, at brenda@puente.org or 323-780-2961 or HR Director, Tesa Marquez at tesa@puente.org or 323-780-2962. 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 angelica@puente.org or 323-780-8900. 3. After concerns have been addressed, if you are still not satisfied, schedule a meeting with the Chief Executive Officer, Jerome Greening at jerome@puente.org or 323-780-0076 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, Dana Ontiveros at dontiveros@swlaw.com. • The Board Chair will share your concern with the PUENTE Learning Center Board. • The PUENTE Learning Center Board of Directors will review and address your concern in writing.
Concerns about a Board Member	1. Make an appointment to share and present your concerns and develop a plan to resolve the matter within 60 days with PUENTE Learning Center Board Chair, Dana Ontiveros at dontiveros@swlaw.com • The Board Chair will review and address your concern in writing.
Concerns about the Chief Executive	1. Make an appointment to share and present your concerns and develop a plan to resolve the matter within 60 days with the Chief Executive Officer, Jerome Greening at jerome@puente.org or 323-780-0076. 2. After concerns have been addressed, if you are still not satisfied, send an email to the PUENTE Learning Center Board Chair, Dana Ontiveros at dontiveros@swlaw.com • The Board Chair will share your concern with the PUENTE Learning Center Board.

	• The PUENTE Learning Center Board of Directors will review and address your concern in writing.
Concerns about the Principal	1. Make an appointment to share and present your concerns and develop a plan to resolve the matter within 60 days with the Principal, Brenda Meza, at brenda@puente.org or 323-780-2961. 2. After concerns have been addressed, if you are still not satisfied, schedule a meeting with the Chief Executive Officer, Jerome Greening at jerome@puente.org or 323-780-0076 to make a plan to address your concern. 3. After concerns have been addressed, if you are still not satisfied, send an email to the PUENTE Learning Center Board Chair, Dana Ontiveros at dontiveros@swlaw.com. • The Board Chair will share your concern with the PUENTE Learning Center Board. • The PUENTE Learning Center Board of Directors will review and address your concern in writing.