

Missouri Charter Public School Commission	
Complaints	3.06

Commission Responsibility for Complaints

Any complaints or concerns received by the Commission about a charter school or its operation, including but not limited to complaints filed with the Missouri Department of Elementary and Secondary Education, Office for Civil Rights, Missouri Commission on Human Rights, and Equal Employment Opportunity Commission, shall be forwarded promptly by the Commission to the charter school.

To the extent that concerns or complaints received by the Commission about the charter school may trigger Commission intervention, including revocation or non-renewal of the charter, the Commission may monitor the charter school’s handling of such concerns or complaints. In such cases, the Commission may request and the charter school shall provide information regarding the school’s actions in responding to those concerns or complaints.

Within thirty (30) days of receipt of any documents, data and records provided by the charter school pursuant to compliance with the terms of its charter, the Commission shall notify the charter school in writing of material problems, questions, concerns, and/or issues related to such documents, data, and reports.

School Responsibility for Complaints

Each commission sponsored school must have a complaint policy and a parent grievance procedure. The policy and procedures must be posted on the school’s homepage.