

CITYSCAPE SCHOOLS, INC.

COMPLAINTS PROCEDURES

Cityscape Schools, Inc. requests that all complaints be made in writing and set forth in sufficient detail the necessary facts and circumstances, including dates and names of relevant persons and the alleged acts.

If a complaint is received, it will be reviewed the Offices of Business and/or Human Resources, to the extent reasonably practical and attempt to consolidate these complaints.

ACTING IN GOOD FAITH: Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious offense.

CONFIDENTIALITY: Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible; consistent with the need to conduct an adequate investigation.

HANDLING OF REPORTED VIOLATIONS: The Business and/or Human Resources department will gather all information and inform the superintendent if a solution cannot be resolved. The Business/Human Resource department will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

CORRECTIVE ACTION: Cityscape Schools, Inc. will take whatever action necessary to prevent and correct violations of this complaint; such action shall be in accordance with applicable laws and regulations and local policies and procedures. Complaints that are not resolved will be submitted to the board and/or the agencies governing the programs. Agency contact information will be provided by the charter school.