

B.6 Authorizer's Standards and Processes for Interventions, Corrective Actions and Response to Complaints.

Complaint Process- Innovative Quality Schools recognizes that in the normal course of operations, a school will, from time to time, receive complaints from a key stakeholder. It is the practice of IQS to recognize this as a reality and to always act in a manner that will not be construed to be an infringement upon the autonomy of the schools in its portfolio. To that end, the Management Leadership Team evaluates any complaint or concern related to the operation of its schools very carefully. Complaints typically focus in two (2) areas:

Student/Parent Conflict with the school- IQS maintains on its website, the contact numbers for members of the MLT. As a result, team members do receive periodic complaints from parents. IQS views the resolution of these complaints to be the sole responsibility of the school, but will act to serve as a mediator if requested by the school leadership

Alleged violation of Minnesota Statute – IQS will become directly involved in examining a matter related to the potential violation of Minnesota law. Examples of such instances include violation of data privacy, open meeting laws, harassment, Charter School statute and/or the application of MDE special education rules and regulations. In this instance, the IQS MLT will conduct a thorough review of all facts related to the incident. If, in its opinion, the school has been in violation of the rule of law, IQS will initiate its 'Range of Intervention' Policy **[Attachment B.6.1]**.

Intervention Planning – As noted above, in the case where the IQS MLT finds a school to be in violation of a state and/or federal rule, mandate or law, IQS's procedures for intervention as outlined in its 'Range of Intervention' policy, will be implemented. To that end, IQS will request that the:

- School provide, in writing a plan to address the cited violation
- Plan approved by the charter school board
- School, in accordance to the 'Range of Intervention' procedures report to IQS progress toward fulfilling its plan

If the school fails to take corrective action as articulated in its plan, IQS will require corrective action to be incorporated into its ScoreCard as a part of its annual review. Measurement and benchmarks will be developed that will ensure cited violations will not recur. Should a review of the ScoreCard reveal a failure of the school to reach the acceptable benchmark in the cited area of deficiency, the progressive steps of intervention outlined in the 'Range of Intervention' procedures will be followed.

Aligning Complaints with the Oversight Process – IQS maintains a comprehensive file on each of the schools in its portfolio. One file is specifically maintained for 'complaints' that might have been received over the course of its contract. As a part of the contract renewal process, the number of complaints,

their nature, and the extent of resolution will be considered and will influence the term of a subsequent contract. If found to be egregious enough and/or a failure to successful address the complaint(s) is evident, a letter of deficiency containing expected corrective action steps, will be forwarded to the school and placed on file. If it is determined that a pattern of non-compliance exists, consideration will be given to non-renewal of the contract.