

# The 4-Step Complaint Process



The very fact that you are reading this brochure indicates you are not satisfied with some portion of KCA. We regret that you find yourself in a position for which you feel a desire to file a formal complaint.

The KCA School Board adopted a complaint policy with Godly principles included. The most obvious is that KCA requests that any person wishing to complain on another employee or volunteer, should first refer to the following scriptural references:

- Matthew 7:1-3
- Matthew 18:15-17

Then, the person complaining must attempt to contact the person they are complaining against directly to try and resolve the complaint, except when the complaints involves *criminal* wrong-doing, sexual harassment, and/or careless behavior, which causes a risk to human safety. In such instances, the complainant shall notify the principal or a board member as soon as possible.

## Kingdom Christian Academy

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## Steps Required to File a Formal Complaint

### Step 1

Attempt to resolve the complaint by referring to scripture and speaking with the employee or volunteer directly, except in critical instances as described on the panel on the left side of this brochure. (Please read Matthew 7:1-3 and Matthew 18:15-17, before going to Step 2.)

### Step 2

If your complaint is not resolved after Step 1, obtain a copy of a **Complaint/Grievance Form** from the school office.

### Step 3

Complete Sections 1 through 7 on the front of the **Complaint/Grievance Form**, and *sign* the form.

### Step 4

Submit the form to the principal within seven (7) days of the event that created your desire to file a complaint.



## What Happens Next?

The complaint will be presented to the alleged employee or volunteer to acknowledge that they were notified.

The alleged employee or volunteer will have an opportunity to respond to your complaint so that the staff has heard “both sides” of the story.

The complaint will be investigated by the principal, a board member, or a combination of both. Investigations can involve interviewing witnesses and studying patterns of behavior.

Once the investigation has been completed, the principal (or the school board) will make a determination whether the complaint is valid, unsubstantiated, or false.

If a complaint is valid, disciplinary action or training can be ordered upon the affected employee or volunteer.

If a complaint is found to be unsubstantiated, it means there was not enough evidence to make a determination in one way or the other.

If a complaint is found to be false, the employee or volunteer will be found exonerated of the charge. Employees subject to complaints which are found to be false, may be eligible to initiate legal remedies against the person who wrongly accused the employee or volunteer, while reporting false information.

## Appeals

Employees or volunteers who receive an order of discipline, may appeal to a Disciplinary Review Panel for review. The panel shall be authorized to make recommendations to the school board, however the school board shall be the final authority for all disciplinary action..

## Christ-Centered Education

The greatest of all services of Kingdom Christian Academy is to provide a Christ-centered education for our students and your children.

Kingdom Christian Academy recognizes that in order for us to provide a Christ-centered education, we must require our staff, teachers, volunteers, and board members to live by Christian example.

In an effort to assure compliance, Kingdom Christian Academy maintains certain policies for the proper handling of formal complaints received against an employee or volunteer.

This brochure was created with the goal of summarizing the process for your convenience.



## Timeline of Complaint Process

### Day 1

Event occurs that causes desire to file a complaint.

### Up to 7 Days Thereafter

Deadline for complainant to file a formal complaint with the principal after attempts to resolve the complaint directly have proven unsuccessful. (If the complaint is against the principal, the complaint may be filed with a board member.)

### Up to 3 Days Thereafter

Deadline for principal or board member to inform the alleged employee or volunteer of the received complaint.

### Up to 3 Days Thereafter

Deadline for alleged employee or volunteer to respond in writing to the complaint.

### Next Board Meeting (or Special Meeting)

The school board hears an *unresolved* complaint, and any evidence relating to the complaint. The investigating board member or principal makes a recommendation to the board. The board chooses to approve or disapprove of the recommendation.

### 7 days to Appeal a Board Determination

Deadline for a disciplined employee or volunteer to file an appeal for disciplinary review. Appeals are subject to a hearing process and final authority rests with the school board.

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Form KCA-0009

## Kingdom Christian Academy



*Where Academics  
and Faith Unite!*

## How to File A Complaint

**INVOLVING A KCA  
EMPLOYEE, BOARD MEMBER,  
OR VOLUNTEER**

