

**Audubon Center of the North Woods (ACNW)**  
Charter School Division  
Grievance Policy  
As of 5/25/2016

This policy establishes the process by which ACNW will address complaints made about its authorized schools. ACNW seriously considers and reviews allegations of illegality or failure of schools to protect students or uphold public interests.

**Process:**

1. **Complaint Receipt.** The complaint must identify the complainant and provide a method of contact (such as a phone number or email address). ACNW will not investigate anonymous complaints. ACNW will acknowledge receipt of the complaint. At this point in the process, ACNW may inquire as to how the complainant attempted to resolve the grievance with the school prior to contacting ACNW (e.g., contacting the school's director, bringing the issue to the school's board).
2. **Allegation Determination.** ACNW will determine whether the allegations in the complaint are related to violations of law or failure to protect students or uphold public interests. If not, ACNW will provide a response to the complainant to explain as such and clarify ACNW's roles and responsibilities as an authorizer and the charter school-authorizer relationship.
3. **Reasonable Inquiry.** If ACNW determines that allegations are related to violations of law or failure to protect students or uphold public interests, ACNW will conduct a reasonable inquiry for the purpose of verifying whether the allegations provide sufficient evidence to establish the alleged violations or improprieties. The extent and manner of the reasonable inquiry is in ACNW's sole discretion.
4. **Required Action.** If the reasonable inquiry provides sufficient evidence to establish the alleged violations or improprieties, ACNW will notify the school and require action as necessary and appropriate in ACNW's sole discretion.
5. **ACNW Response.** Although the length of the reasonable inquiry will vary depending upon the scope, complexity, and specificity of the complaint at issue, ACNW will strive to respond to the complainant in writing within thirty days of receipt of the complaint (if a response was not previously provided in step #2). If circumstances warrant, ACNW may require additional time to provide such a response, in which case it will generally advise the complainant.