



COMPLAINT FORM

NAME _____

TITLE _____
(If parent or student, put "parent" or "student")

DAYTIME PHONE _____

INSTRUCTIONS: The Complaint procedure has four steps. The first is informal resolution, the second and potentially third are a formal written complaint to Administration and/or the Director, and the fourth a review by the Board of Directors. This form may be used by an employee, parent, or student to initiate a formal Complaint at STEP THREE. If you are considering initiating a Complaint, you should review the complete complaint policy, available from the office manager.

STEP ONE: INFORMAL RESOLUTION

Step One of the complaint process is the informal resolution. You and any involved party are encouraged to resolve the issue at this step.



STEP TWO: FORMAL COMPLAINT TO ADMINISTRATION

From the date of the event, you have 15 working days to file a formal, written complaint. The written complaint is considered filed when it is submitted to a member of *Administration*, as outlined in policy. You must provide the following information:

The date of the event that is a violation of law or policy leading to the complaint. _____

- A specific statement of the law, rule, policy and/or acceptable practice violated. What action or conduct constituted the violation? (*Total number of pages attached _____*)
- The resolution or remedy you want. (*Total number of pages attached _____*)

Complainant Signature | Date

Administrator Signature | Date Received



STEP THREE: FORMAL COMPLAINT TO THE DIRECTOR

If you do not resolve your complaint at *Step Two*, you may advance the complaint to *Step Three* by notifying the AAI Director, as outlined in the *Complaint Policy*. The notification must be in writing on this form and must be received within 10 working days of receipt of Administrator's response at *Step Two*.

The date of the Administrator's response: _____

- A specific statement of the law, rule, policy and/or acceptable practice violated. What action or conduct constituted the violation? (*Total number of pages attached _____*)
- The resolution or remedy you want. (*Total number of pages attached _____*)

Complainant Signature | Date

Director Signature | Date Received



STEP FOUR: FORMAL COMPLAINT TO THE DIRECTOR

If you do not resolve your complaint at *Step Three*, you may advance the complaint to *Step Four* by notifying the Board Secretary, as outlined in the *Complaint Policy*. The notification must be in writing on this form and must be received within 10 working days of receipt of Director's response at *Step Three*.

The date of the Director's response: _____

- A specific statement of the law, rule, policy and/or acceptable practice violated. What action or conduct constituted the violation? (*Total number of pages attached _____*)
- The resolution or remedy you want. (*Total number of pages attached _____*)

Complainant Signature | Date

Board Signature | Date Received