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