



WISH Complaint Procedures

Concerns about a Teacher, Staff Member, WISH Community Member, Afterschool Program, or Enrichment Program

- During a non-instructional time, make an appointment to meet with the person to share your concerns.
- Develop a plan to resolve the issues.
- If you are unsatisfied with the results of this meeting, call the school or stop by the front office to schedule an appointment with the Principal.
- Meet with the Principal to make a plan to address your concerns.
- After concerns have been addressed, if you are still not satisfied, schedule a meeting with the Executive Director.
- Meet with the Executive Director to make a plan to address your concerns.
- After concerns have been addressed, if you are still not satisfied, send an email to the WISH Board President.
- The Board President will share your concerns with the personnel committee.
- The Executive Committee will review and address your concerns in writing.
- After concerns have been addressed, if you are still not satisfied, contact the LAUSD Charter Division to express your concerns.

Concerns about a Principal

- Contact the Principal to make an appointment to share your concerns.
- Develop a plan to resolve the issues.
- If you are unsatisfied, contact the Executive Director to develop a plan to resolve the issues.
- If your concerns are not resolved, contact the Board President.
- The Board President and/or Executive Committee will review and address your concerns in writing.
- After concerns have been addressed, if you are still not satisfied, contact the LAUSD Charter Division to express your dissatisfaction.

Concerns about the Executive Director

- Contact the Executive Director and make an appointment to share your concerns.
- Develop a plan to resolve the issues.
- If you are unsatisfied with the results, email the Board President or the head of the personnel committee to make an appointment to share your concerns.
- The Executive Committee will review and address your concerns in writing.
- After concerns have been addressed, if you are still not satisfied, contact the LAUSD Charter Division to express your dissatisfaction.

Concerns about a Board Member

- Email the Board President or the head of the personnel committee to make an appointment to share your concerns.
- The Executive Committee will review and address your concerns in writing.
- After concerns have been addressed, if you are still not satisfied, contact the LAUSD Charter Division to express your dissatisfaction.