

Charter Complaints Summary

Office of Charter Schools

June 27, 2024



**OAKLAND UNIFIED
SCHOOL DISTRICT**

Community Schools, Thriving Students

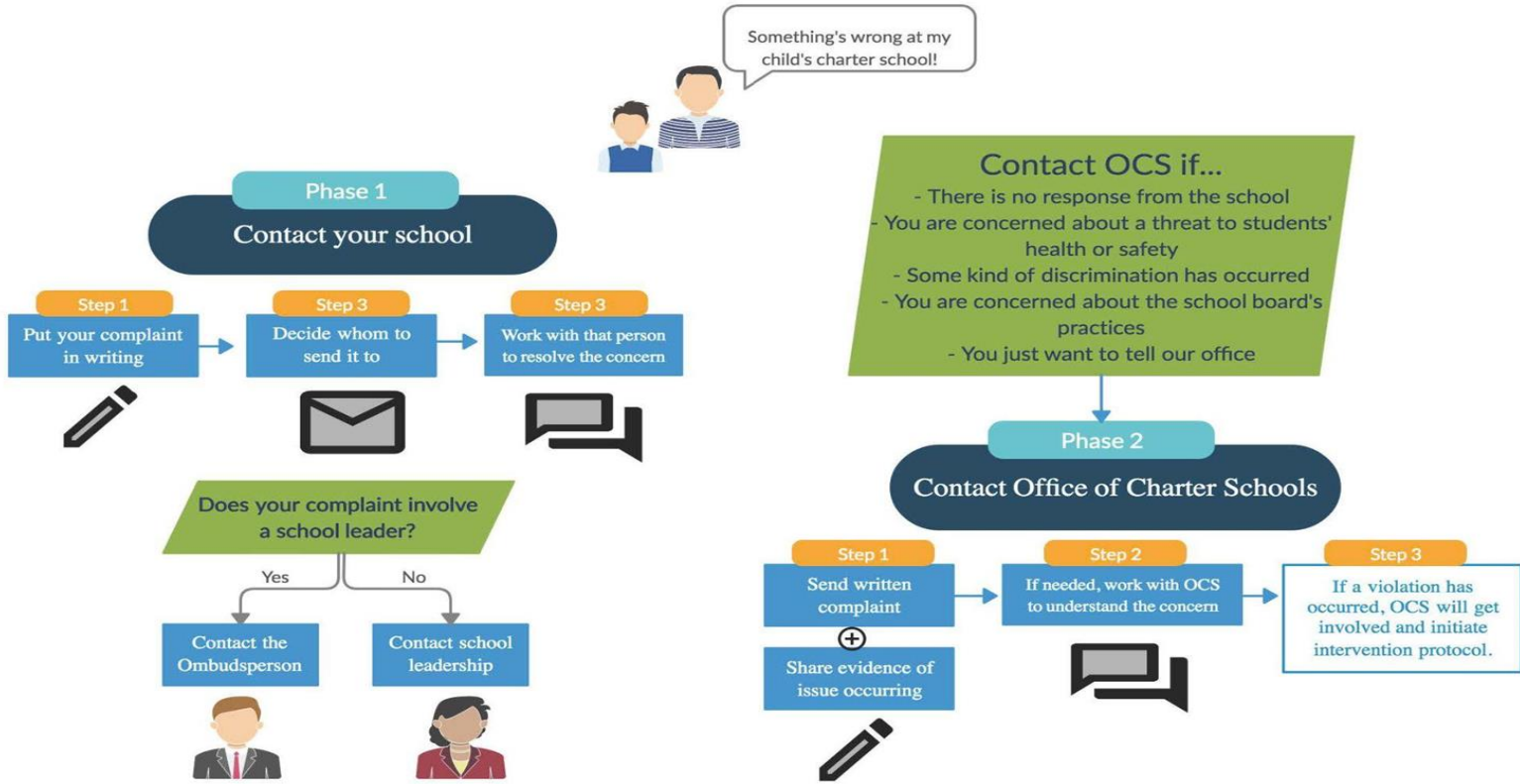
Complaint Intake

- Complaints reach the Office of Charter Schools (OCS) via email at charteroffice@ousd.org and through the OCS phone line at: **(510) 879-1677**
- We also receive complaints forwarded from OUSD board members, the OUSD ombudsperson, the Superintendent's office, and other OUSD offices
- The [OCS website](#) contains a comprehensive explanation of the complaints process

Complaint Process

- Complaints are primarily self-reported by complainants; OCS records complaints but does not verify them.
- OCS logs complaints and refers the complainant to the appropriate charter ombudsperson or resource.
- Schools and CMOs are responsible for addressing the complaint and following their Uniform Complaint Procedures (if applicable).
- OCS follows up with the school's ombudsperson to ensure that the school/CMO is aware of the complaint.

Complaints Process



Did you know? You can always contact the Office of Charter Schools with a concern about your charter school.

Complaint Follow Up

- OCS regularly follows up with past complainants to check on the progress/status of the complaint.
- The OCS team reviews complaints and may follow up with a letter of inquiry if there are concerns regarding a potential violation of Education Code or local/state/federal law.
- If a charter school does not follow their established complaint procedure and/or if OCS determines that the school violated Education Code, their charter petition, or local/state/federal law, OCS may send a Notice of Concern.

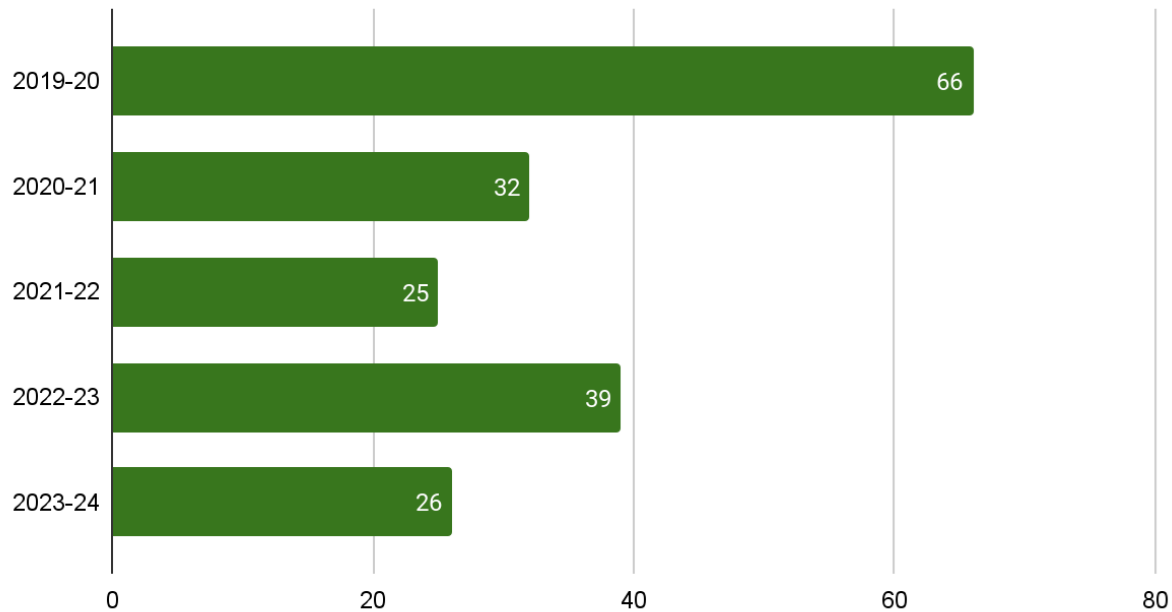


2023-24 Complaints Summary

2023-24 and Historical Complaints

In the 2023-24 school year, OCS received 26 complaints from staff, families, and community members.

Complaints over the past 5 years



Complaints by Category

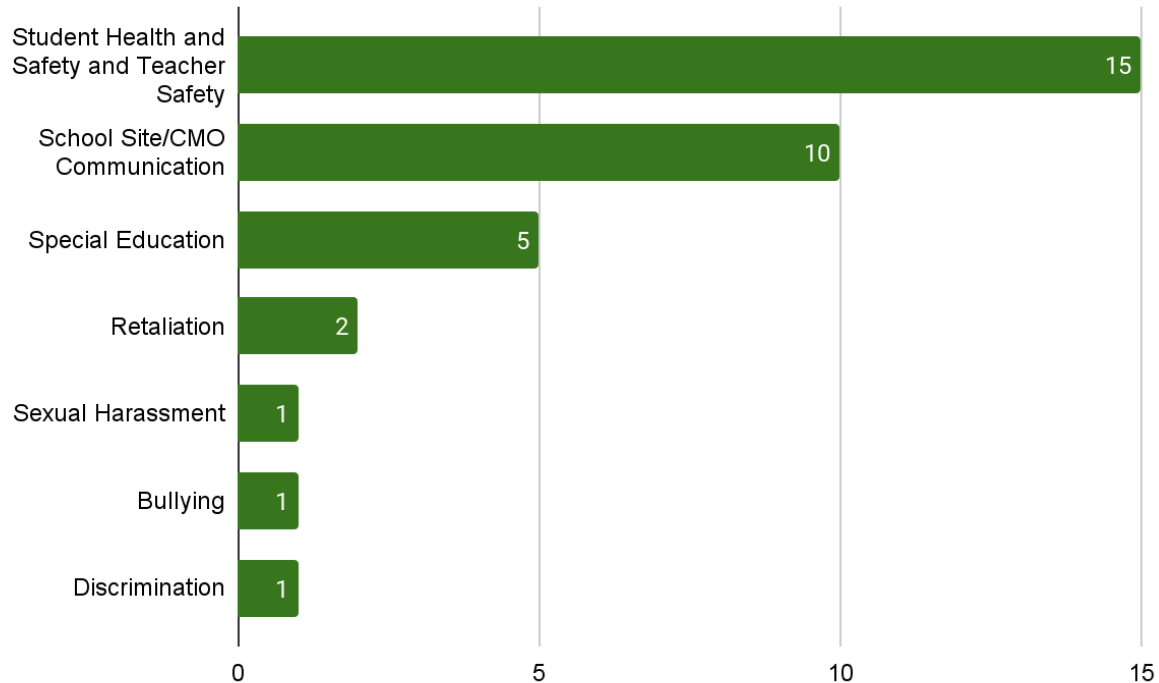
The 26 complaints received during the 2023-24 school year* represented the following categories/concerns:

- Student Health and Safety/ Teacher Safety
- Bullying
- Sexual Harassment
- Special Education
- Retaliation
- Discrimination
- School Site/CMO Communication

**Complaints reported between 6/15/23 to 6/12/24.*

2023-24 Complaint Categories

Of the 7 categories, “Student Health/Safety and Teacher Safety” and “Communication” were the most common concerns.



Trends we have observed in 2023-2024

- There has been a decrease in the number of complaints compared to the 2022-23 school year. 39 total complaints last year vs 26 total complaints this year.
- The highest number of complaints were regarding student health and safety and communication.
- There was a slight increase in complaints related to special education from last year.



Thank you