

Board Office Use: Legislative File Info.	
File ID Number	24-1704
Introduction Date	6/27/2024
Enactment Number	
Enactment Date	



Board Cover Memorandum

To Board of Education

From Kyla Johnson-Trammell, Superintendent
Kelly Krag-Arnold, Director, Office of Charter Schools
Guadalupe Nuño, Community Liaison, Office of Charter Schools

Meeting Date June 27, 2024

Subject Update on Charter School Complaints

Ask of the Board Review and discussion

Background Charter schools are responsible for responding to and handling complaints about their policies, practices, and staff. However, the Office of Charter Schools records complaints about charter schools which are shared with our office. This record is used to identify patterns which may indicate a recurring problem at a charter school or charter management organization. It is also reviewed at the time of charter renewal to help inform our assessment of culture and climate at the school. As of June 12, 2024, the Office of Charter Schools has received 26 complaints in the 2023-24 school year.

Discussion The Office of Charter Schools is happy to answer questions from Committee members about the complaints process.

Fiscal Impact N/A

Attachment(s)

- Presentation
- Appendix I: Summary of 2023-24 Complaints by CMO/Board
- Appendix II: Summary of 2023-24 Complaints by Charter School
- Appendix III: Summary of 2023-24 Complaints by Issue Area

PRESENTATION

Charter Complaints Summary

Office of Charter Schools

June 27, 2024



**OAKLAND UNIFIED
SCHOOL DISTRICT**

Community Schools, Thriving Students

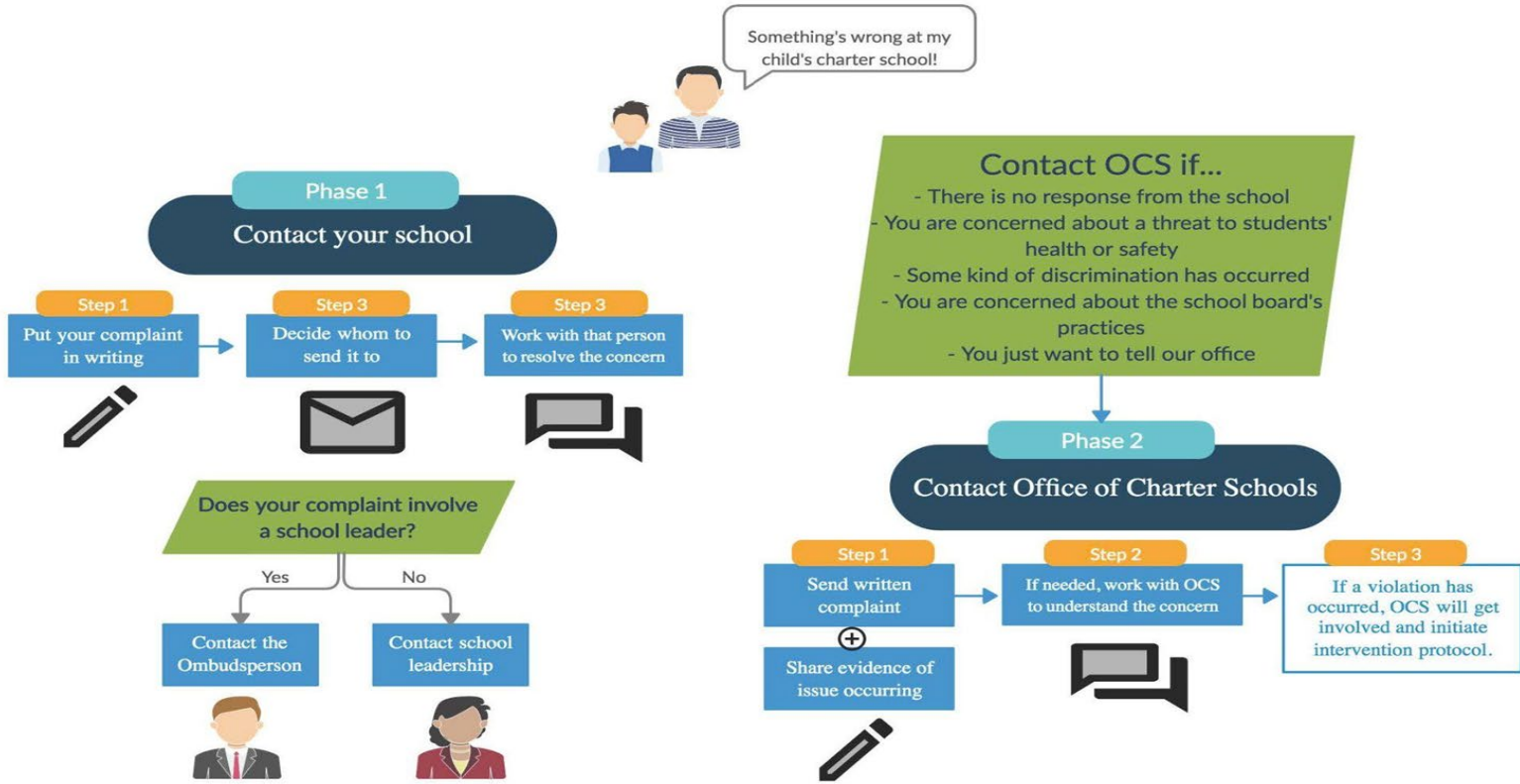
Complaint Intake

- 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

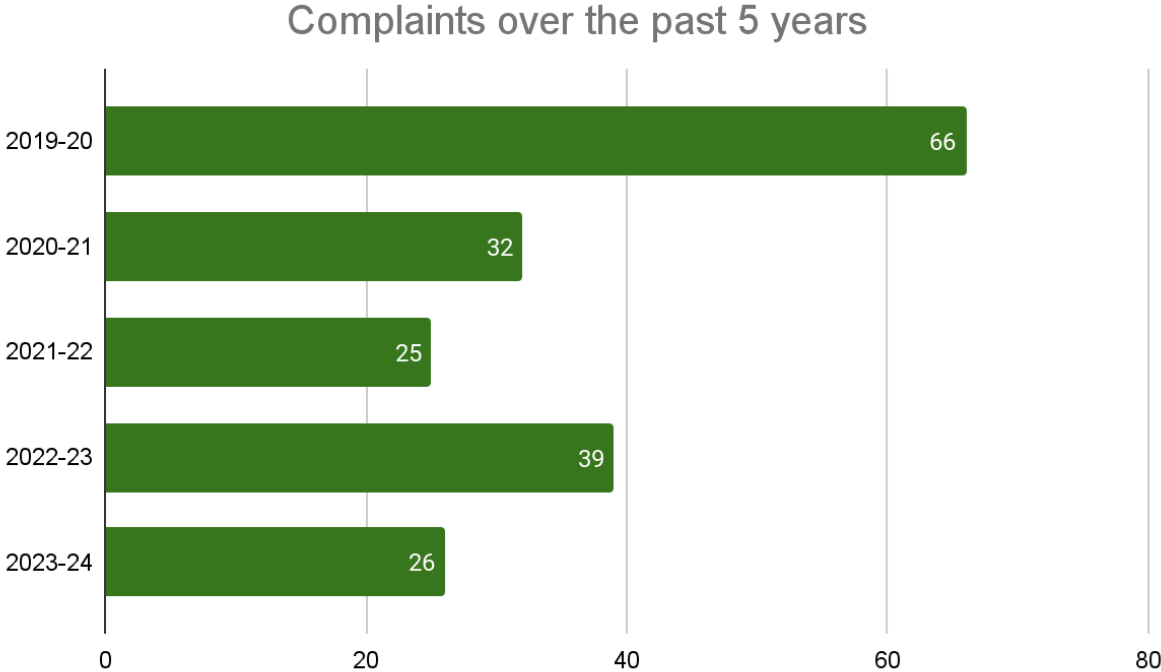
- OCS regularly follows up with past complainants to check on the progress/status of the complaint.
- The OCS team reviews complaints and may follow up with a letter of inquiry if there are concerns regarding a potential violation of Education Code or local/state/federal law.
- If a charter school does 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 by Category

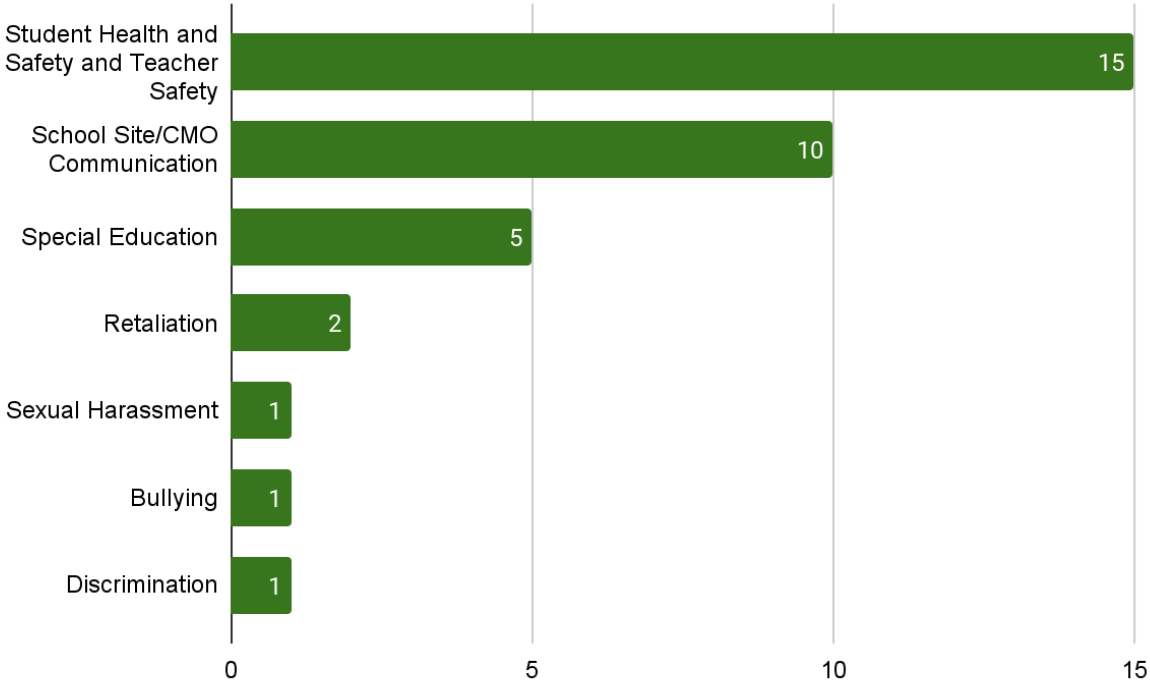
The 26 complaints received during the 2023-24 school year* represented the following categories/concerns:

- 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

Appendix I: Summary of 2023-24 Complaints by Charter Management Organization (CMO)/Board

CMO/Board	Total in 2023-24 (June 9, 2023-June 12, 2024)
AIMS	6
Amethod Public Schools	1
ARISE	0
Aspire	3
Bay Tech	0
East Bay Innovation Academy	1
Education for Change	1
Francophone	1
KIPP	1
Lighthouse Community Public Schools	6
Leadership Public Schools	0
North Oakland Community Charter School	2
Oakland Military Institute	4
Oakland School for the Arts	0
Oakland Unity	0
TOTAL	26

Appendix II: Summary of 2023-24 Complaints by Charter School

Charter School	Total in 2023-24 (June 9, 2023-June 12, 2024)
Achieve	0
ARISE	0
AIMS Elementary (K-8)	2
AIMS Middle (6-8)	3
AIMS High School (9-12)	1
ASCEND	0
Aspire Berkley Maynard	1
Aspire College Academy	1
Aspire Golden State	0
Aspire Lionel Wilson	0
Aspire Monarch	0
Aspire Triumph Tech	1
Bay Tech	0
Downtown Charter Academy	0
East Bay Innovation Academy	1
Francophone	1
KIPP Bridge	1
Learning Without Limits	1
Lighthouse Community Charter High School	2
Lighthouse Community Charter School (K-8)	1
Lodestar	3
LPS R&D	0
North Oakland Community Charter School	2
Oakland Charter Academy	0

Oakland Charter High School	1
Oakland Military Institute	4
Oakland School for the Arts	0
Oakland Unity High	0
TOTAL	26

Appendix III: Summary of 2023-24 Complaints by Issue Area

Note: A single complaint can include multiple allegations across issue areas

School	Health and Safety	Bullying	Sexual Harassment	Special Education	Retaliation	Discrimination	School Site/CMO Communication
Achieve							
AIMS Elementary (K-8)	1			1			1
AIMS Middle (6-8)	2						2
AIMS High School (9-12)	1						
ARISE							
ASCEND							
Aspire Berkley Maynard	1						
Aspire College Academy	1						
Aspire Golden State							

Aspire Lionel Wilson							
Aspire Monarch							
Aspire Triumph Tech	1						1
Bay Tech							
Downtow n Charter Academy							
East Bay Innovation Academy			1				
Francopho ne	1						1
KIPP Bridge							1
Learning Without Limits	1	1				1	
Lighthous e Communit y Charter High School	2						
Lighthous e Communit y Charter School (K- 8)	1						
Lodestar	2			1			
LPS R&D							

North Oakland Community Charter School					2		
Oakland Charter Academy							
Oakland Charter High School							1
Oakland Military Institute	1			3			3
Oakland School of the Arts							
Oakland Unity High							
Total	15	1	1	5	2	1	10