



**OAKLAND UNIFIED
SCHOOL DISTRICT**

Community Schools, Thriving Students

2021-22 Charter Complaints Summary

Office of Charter Schools

May 23, 2022

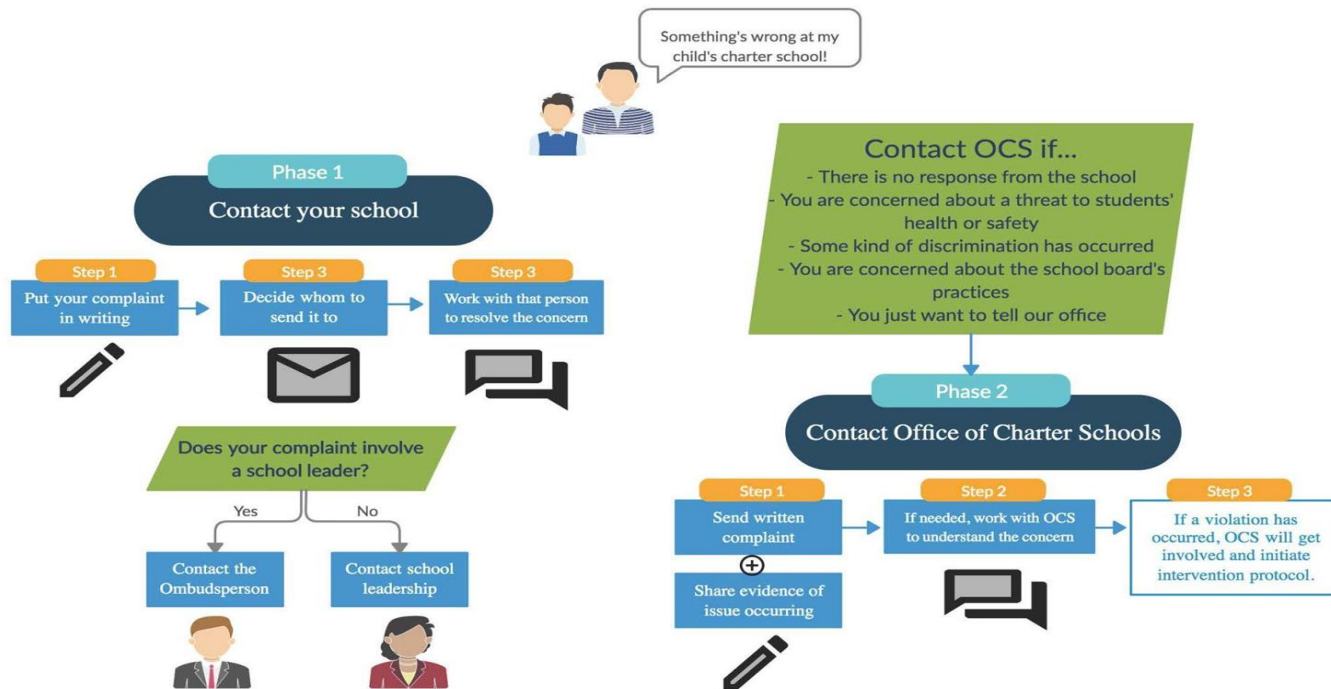
How Complaints Are Received

- Complainants reach the Office of Charter Schools (OCS) via email at charteroffice@ousd.org and through the OCS phone line at (510) 879-1677
- OCS also receives complaints forwarded from OUSD board members, the OUSD ombudsperson, and the Superintendent's office
- The OCS website contains a comprehensive explanation of the complaint process (www.ousdcharters.net)

Complaints 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 Universal Complaint Procedures
- OCS follows up with the school's ombudsperson to ensure that the school/CMO is aware of the complaint

Complaints Process

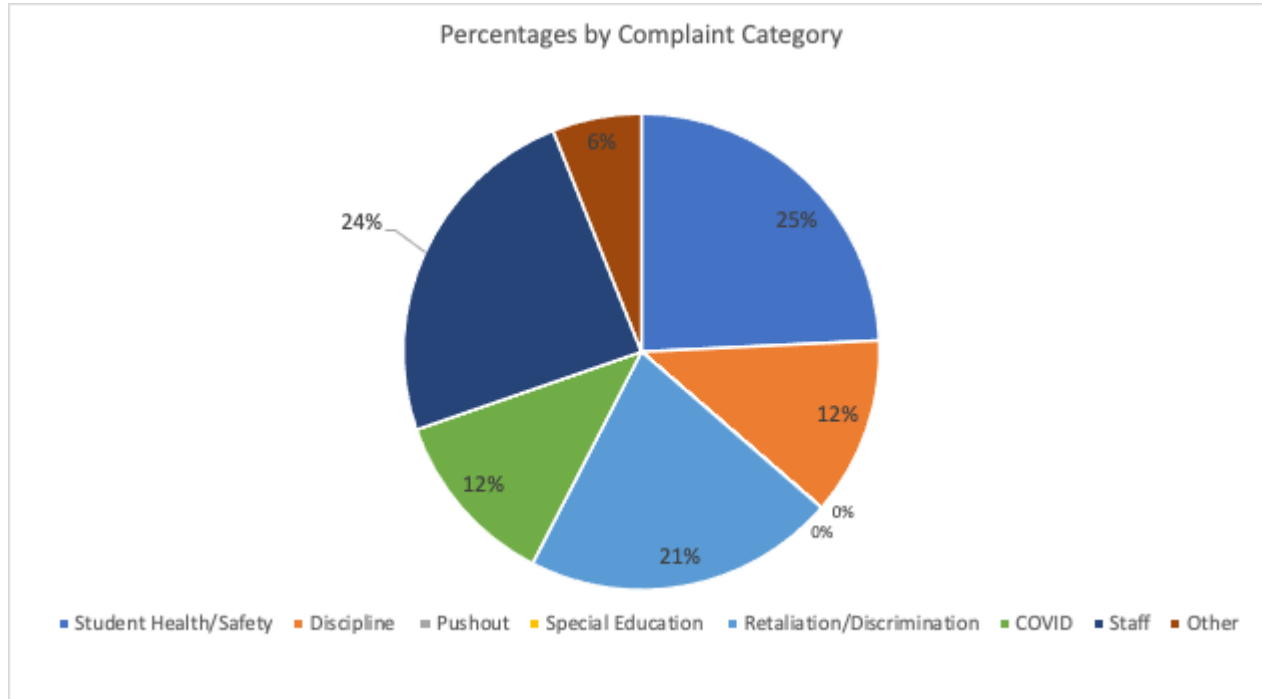


Did you know? You can always contact the Office of Charter Schools with a concern about your charter school.

2021-22 Second Semester Complaint Summary

- OCS has received four complaints since our last complaint summary shared with the Charter Committee on January 27th
- Review item attachment together [screen share]

Complaints by Category for 2021-2022



Trends we have observed in 2021-2022

- Student Health/Safety
- Staff complaints
- Complaints decreased significantly in semester 2

Discussion/Questions
