

Charter Complaints Summary

Office of Charter Schools

June 22, 2023



**OAKLAND UNIFIED
SCHOOL DISTRICT**

Community Schools, Thriving Students

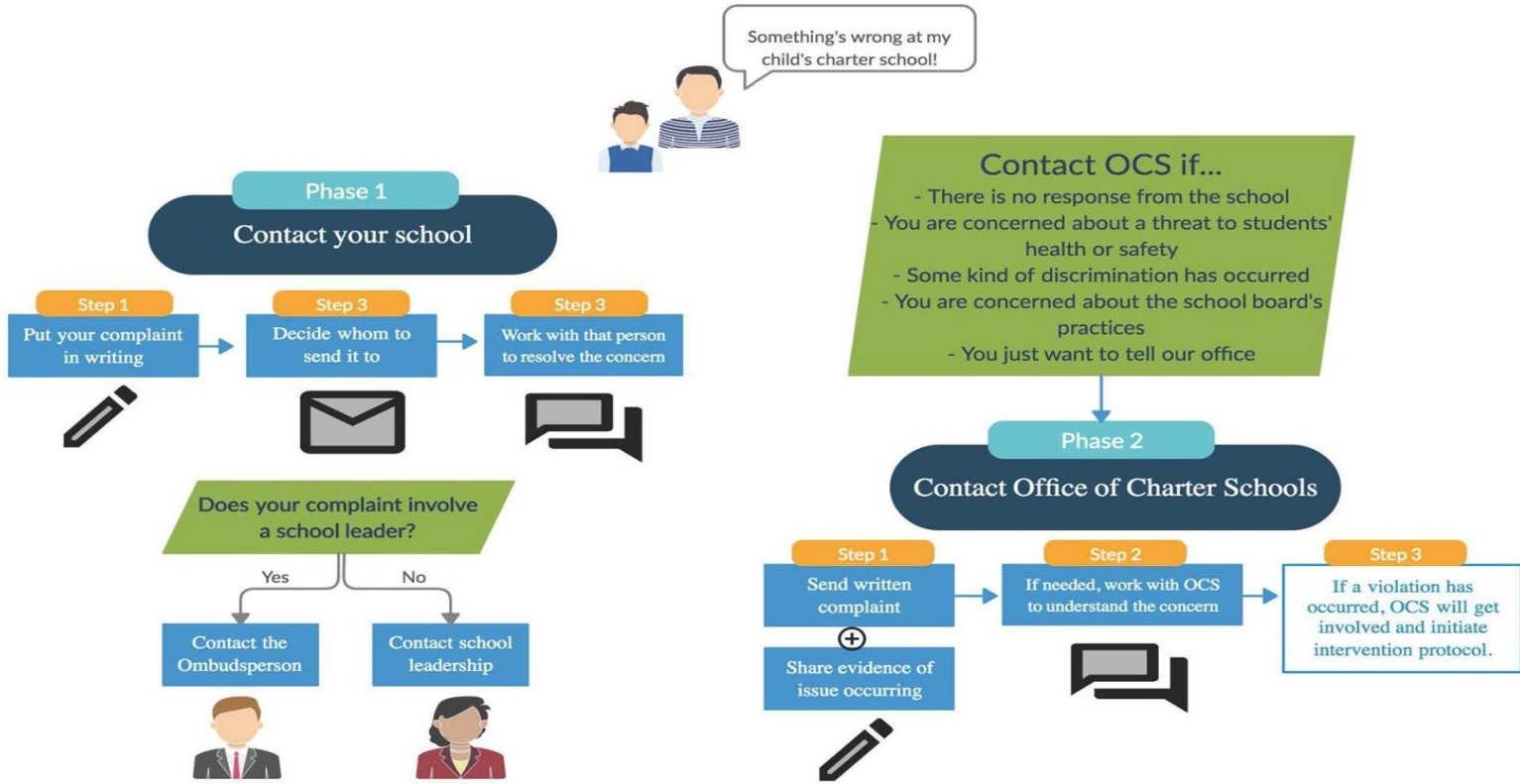
Complaint Intake

- 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 Universal 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.

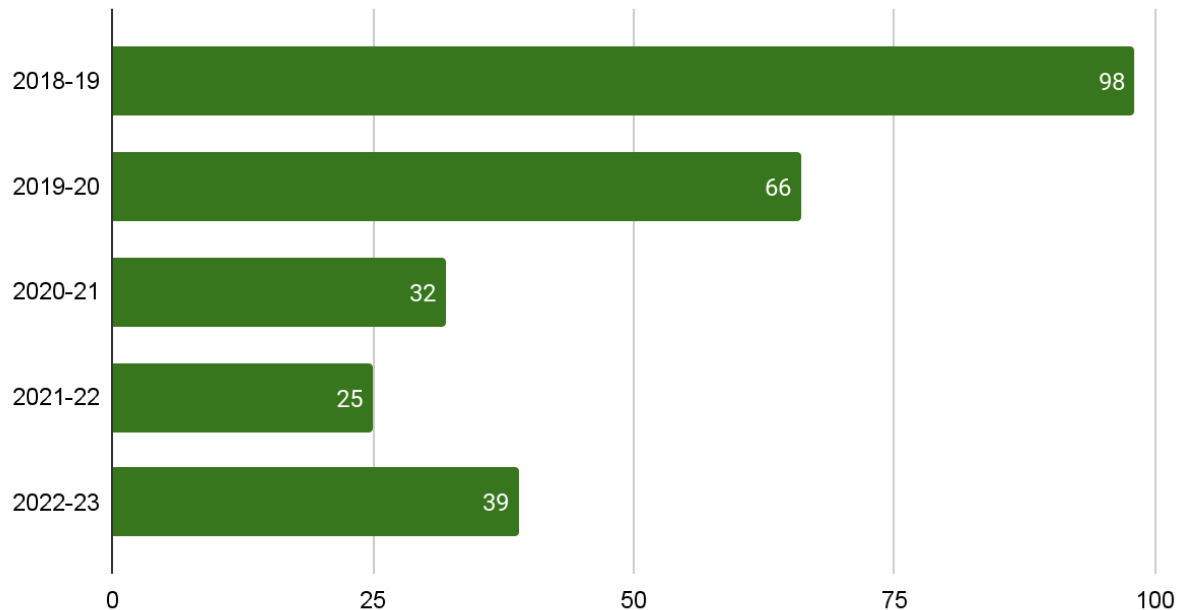


2022-23 Complaints Summary

2022-23 and Historical Complaints

In the 2022-23 school year, OCS received 39 complaints from staff, families, and community members.

Complaints over the past 5 years



Complaints by Category

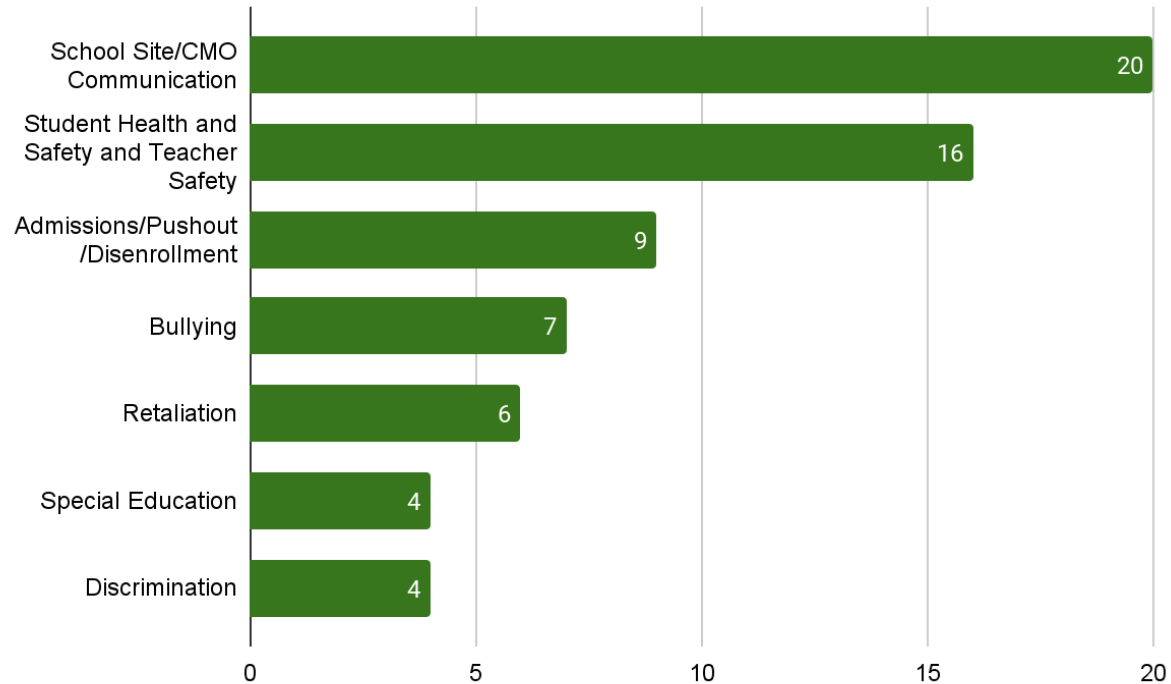
The 39 complaints received during the 2022-23 school year* represented the following categories/concerns:

- Student Health and Safety/ Teacher Safety
- Bullying
- Admissions/Pushout/Disenrollment
- Special Education
- Retaliation
- Discrimination
- School Site/CMO Communication

**Complaints reported between 6/9/22 to 6/15/23.*

2022-23 Complaint Categories

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



Trends we have observed in 2022-2023

- There has been an increase in the number of complaints compared to the 2021-22 school year. 25 total complaints last year vs 39 total complaints this year.
- The highest number of complaints were regarding Communication and Student Health and Safety.
- There was a higher level of admissions/enrollment related complaints than last year.



Thank you