

6Hx19-9.06 CHARTER SCHOOL COMPLAINTS, INVESTIGATIONS, AND DISPUTE RESOLUTION

The purpose of this Policy is to ensure that complaints related to sponsored charter schools are handled appropriately. This Policy is also intended to address disputes between Pasco-Hernando State College (College) and sponsored charter schools. The intent of this Policy is to ensure fairness, consistency, transparency, and timely resolution of concerns while protecting student and public interests and respecting charter school autonomy.

The College shall maintain a structured, documented, and impartial system to:

- a. Receive and prioritize complaints related to sponsored charter schools. The College shall establish and maintain designated channels for receipt of any complaints.
- b. Conduct investigations when warranted, using consistent protocols and documentation standards. All investigations shall be consistent with applicable laws, charter contracts, and College policies.
- c. Ensure parental rights are protected in the event a parent files a complaint related to student welfare protections under section 1001.42(8), Florida Statutes. The College shall ensure charter school cooperation with the resolution process, document outcomes and coordinate responses to requests for appointment of a special magistrate in accordance with applicable law and rule.
- d. Provide clear procedures for sponsor-charter dispute resolution, including mediation when appropriate.

Procedures

The College is responsible for and authorized to adopt procedures necessary for implementing this Policy.

Rule Initially Adopted: 7/21/2026

Revision Dates: 7/21/2026

Legal Authority:

General Authority: FS 1002.33 and 1001.42

Other References: Rules 6A-6.0790 and 6A-6.0791, FAC