Complaint Policy and Procedure for Torrance Council of PTAs

Torrance Council of PTAs (TCPTA) is committed to the highest possible standards of ethical, moral, and legal business conduct. As Members and representatives of the Association, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

The Torrance Council of PTAs Board of Directors shall appoint a Complaint Committee, that is responsible for investigating and resolving complaints/allegations of Improper conduct concerning Financial Matters and Improper/Unfair Conduct against TCPTA Members at Council and/or Unit levels. The TCPTA Complaint Committee members shall be TCPTA 1st Vice President (Director of Leadership), Parliamentarian, and one selected financial officer, or their representatives, as appointed by the TCPTA President and ratified by the TCPTA Executive Board.

This policy is intended to encourage Torrance Council of PTAs Members to make good faith reports concerning allegations of Improper/Unfair Conduct to the Torrance Council of PTAs. No individual who in good faith reports an allegation of Improper/Unfair Conduct shall suffer harassment or retaliation as a consequence of said report. An individual who retaliates against or harasses someone who has reported an allegation of Improper/Unfair Conduct in good faith is subject to immediate review by the Complaint Committee for further action.

For purposes of this policy:

- Improper conduct involving Financial Matters are defined as fraud or deliberate errors in financial statements or recordkeeping; deficiencies of internal accounting controls; and misrepresentations to PTA officers or members, including but not limited to deviation from full reporting of financial conditions as outlined in unit bylaws, California State PTA, National PTA, Association Insurance Management (AIM PTA Insurance), and federal and state non-profit rules and regulations.

- Improper/Unfair conduct against a Torrance Council of PTAs Member is defined as an allegation that a Member has been subjected to improper or disparate treatment, including but not limited to discrimination or mistreatment based on personal characteristic(s), such as ethnicity, national origin, gender, sexual orientation, etc. as outlined in California State PTA and National PTA guidelines, Torrance Unified School District Volunteer Code of Conduct and the Torrance Council of PTAs Code of Conduct.

The Torrance Council of PTAs Complaint Committee shall investigate and address such complaints/allegations/concerns, as appropriate. This policy is NOT intended to suppress the right and responsibility of the TCPTA President to personally address improper or unfair conduct to ensure the effective governance of the TCPTA Board of Directors and committees thereof.

Because of the importance of protecting the integrity of Torrance Council of PTAs procedures for addressing complaints and allegations, it is a violation of this policy for any individual to make an intentionally false or bad faith accusation – either in making a report of Improper/Unfair Conduct or during any investigation regarding an allegation of Improper/Unfair Conduct, including intentionally providing false or inaccurate information. This policy prohibits retaliation or reprisal against individuals reporting allegations of Improper/Unfair Conduct.

In order to facilitate the reporting of complaints/allegations, Torrance Council of PTAs establishes the following procedures for investigating and addressing complaints/allegations involving improper/unfair personal or financial conduct as defined in this policy.

Every effort should be made to resolve a complaint at the earliest possible stage through collegial discussions between the individuals involved. Only after unsuccessful attempts are made to resolve issues at and within a PTA Unit, shall individuals report complaints/allegations of Improper/Unfair Conduct directly to the Torrance Council of PTAs Complaint Committee via the TCPTA Complaint Form located at TorranceCouncilofPTAs.org

Additionally, if a complainant is unable or unwilling to resolve the complaint directly with the person(s) involved, within the Council or Unit, he/she shall submit a written complaint directly to the Torrance Council of PTAs Complaint Committee via the TCPTA Complaint Form.

The Complaint Committee has specific responsibility to consider such reports of complaints/allegations. When the written Complaint Form is received, the Complaint Committee shall acknowledge receipt of the complaint, to the complainant, within 72 hours of receipt.

The Complaint Committee is responsible for investigating and attempting to resolve all complaints/allegations reported in good faith. Individuals with knowledge of Improper/Unfair Conduct involving Financial Matters **must** report their concern, complaint or allegation as set forth below. Individuals who want to submit a complaint/allegation of Improper/Unfair Treatment **may** submit their concern, complaint or allegations as set forth below:

Submit a written complaint to Torrance Council of PTAs that shall include:
(See Torrance Council of PTAs Complaint Form located at TorranceCouncilofPTAs.org)

a) The name of each Member involved,
b) A brief but specific summary of the complaint, with the facts surrounding the complaint,
c) A specific description of any prior attempt to resolve the complaint with the Members involved,
d) Factors relevant to the failure to resolve the complaint, and
e) A specific description of the desired resolution of the complaint from the complainant's perspective.

The fully completed Torrance Council Complaint Form, shall be mailed/emailed to:

TCPTA Complaint Committee
CONFIDENTIAL TO BE OPENED BY ADDRESSEE ONLY
Torrance Council of PTAs
2335 Plaza del Amo
Torrance, CA 90501

Email: TCPTAComplaintCommittee@gmail.com

TCPTA Complaint Committee, upon receipt of the written complaint/allegation submitted using the Complaint Form, will follow the procedures set forth below:

1. Upon receipt of an allegation, the Complaint Committee will determine whether the allegation actually involves Improper/Unfair Conduct. If the Complaint Committee determines that the complaint/allegation does not involve such conduct, the Complaint Committee will notify the individual who made the report and no further action will be taken.

2. The Complaint Committee, upon receiving an allegation of Improper Conduct involving Financial Matters will acknowledge receipt of said allegation and will notify the President of Torrance Council of PTAs (unless the President is reasonably believed to be involved) and, if deemed necessary, legal counsel as soon as practicable. Allegations must be filed with the Complaint Committee within 60 days of discovery or knowledge of the alleged occurrence.

3. The Complaint Committee, upon receiving a complaint/allegation of Improper/Unfair Conduct, will acknowledge receipt of said complaint/allegation and notify the President of Torrance Council of PTAs (unless the President is reasonably believed to be involved) and, if deemed necessary, legal counsel as soon as practicable.

   Complaints/allegations may only be filed concerning current Members, up to 60 days from the event and/or from completion of the Member's current term.

4. The Complaint Committee, in consultation with all parties involved, and, if deemed necessary, at the direction of legal counsel, will investigate the complaint/allegation and recommend appropriate action to the Board of Directors, which could include consultation with the Thirty-Third District PTA.

The Complaint Committee will maintain a log of all concerns, complaints, and allegations, tracking their receipt, investigation, committee recommendations, and resolution; and shall prepare a periodic summary report listing the concerns raised and their timely resolution. The log shall be maintained and stored by the 1st Vice President (Director of Leadership) for three years with summaries to be recorded in the TCPTA Board of Directors closed session minutes.

In the event of an allegation concerning the Complaint Committee or any individual Complaint Committee member, the Torrance Council of PTAs president shall perform the role of that committee member.

Recommended by BOD:

Presented to Exec Board for consideration as Standing Rule:

Approved by Exec Board as Standing Rule: