



Formal Complaint Process - January 2020 survey summary



Table 1. All complaints by year filed	Count
2014	15
2015	19
2016	16
2017	45
2018	84
2019	44
2020	10
Total complaints filed	233
Total survey responses received	63

Total response rate: 27%



Table 2. Please select how much you agree with each statement during the formal complaint process

	Strongly or somewhat agree	Neither agree nor disagree	Strongly or somewhat disagree
I felt heard during the formal complaint process	19%	8%	73%
I was given the opportunity to share my side of the story	38%	12%	50%
I was kept informed about the progress of the formal complaint process	16%	22%	62%
PPS staff were knowledgeable	21%	20%	59%
PPS staff were professional and courteous	34%	19%	47%
The formal complaint process was conducted in a fair manner	10%	15%	75%
The length of time to took to receive a decision was reasonable	10%	17%	74%



Table 3. Before filing a complaint, please select all the people you worked with to resolve your concern(s).	Count
Principal, Vice principal, or Assistant principal	48
Teacher	35
Other	25
School counselor	18
PPS parent or family	16
Special education case manager	15
School psychologist	9
School social worker	5
School nurse or health assistant	4
On-site mental health provider/School based health clinician	3
SUN school contact/After school care provider	1
On-site community provider (Step Up, REAP, Empowerment group, Chrysalis, etc.)	1
ESL community agent	0

