
ENGROSSED SUBSTITUTE HOUSE BILL 1744

State of Washington

68th Legislature

2023 Regular Session

By House Education (originally sponsored by Representatives Rude, Santos, Schmidt, and Pollet)

READ FIRST TIME 02/17/23.

1 AN ACT Relating to clarifying the responsibilities and
2 accountability for the effective delivery and oversight of public
3 education services to charter school students; amending RCW
4 28A.710.030, 28A.710.040, 28A.710.070, 28A.710.100, 28A.710.120,
5 28A.710.140, 28A.710.180, and 28A.710.190; adding new sections to
6 chapter 28A.710 RCW; and creating a new section.

7 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

8 NEW SECTION. **Sec. 1.** (1) The legislature finds that
9 requirements governing the establishment and operations of public
10 charter schools have proven insufficient. These schools have
11 experienced a steady growth in student enrollment and often provide
12 valuable educational opportunities for families in communities across
13 Washington state.

14 (2) However, several of these schools have closed in the decade
15 since Washington voters authorized the establishment of charter
16 schools. As a result, students, parents, and staff in several Puget
17 Sound locations and in Walla Walla were left to make alternative
18 arrangements for school and work, unexpectedly and without adequate
19 notice, when their school closed. Furthermore, in one western
20 Washington school, the disappointment proved especially difficult as
21 the charter school opened and permanently ceased operations within

1 the span of a few months. Under no circumstances is a disruption of
2 this nature acceptable to the many students, families, and staff that
3 were profoundly impacted by the closure.

4 (3) The legislature also finds that the establishment and
5 operational challenges of some public charter schools are not limited
6 to school closures: Some public charter schools have failed to
7 properly and timely comply with teacher certification requirements,
8 but an additional reporting requirement for charter schools can
9 reinforce existing requirements and help to avoid any future
10 problems; some public charter school boards have demonstrated
11 ineffective leadership and oversight, leading to charter school
12 closures; and the charter school commission has authorized charter
13 schools that were not able to deliver sustained education services in
14 the manner set forth in their charter school application or charter
15 contract, as evidenced by multiple closures and the disruptions they
16 created for students, families, and staff.

17 (4) The legislature authorized the establishment of charter
18 schools in 2016 after the supreme court invalidated charter school
19 laws adopted through a voter initiative. As a result, the legislature
20 has an obligation to ensure that the responsibilities for the
21 oversight of charter public schools are clearly delineated and
22 adequate to ensure the highest standards of practices and public
23 accountability. The legislature is committed to ensuring all
24 authorized public charter schools in Washington are successful in
25 their mission to serve Washington students. The legislature,
26 therefore, intends to clarify responsibilities and increase the
27 accountability measures governing the effective delivery and
28 oversight of public education services to public charter school
29 students.

30 **Sec. 2.** RCW 28A.710.030 and 2016 c 241 s 103 are each amended to
31 read as follows:

32 (1) To fulfill its duty to manage and operate the charter school,
33 and to execute the terms of its charter contract, a charter school
34 board may:

35 (a) Hire, manage, and discharge charter school employees in
36 accordance with the terms of this chapter and the school's charter
37 contract;

38 (b) Receive and disburse funds for the purposes of the charter
39 school;

1 (c) Enter into contracts with any school district, educational
2 service district, or other public or private entity for the provision
3 of real property, equipment, goods, supplies, and services, including
4 educational instructional services, pupil transportation services,
5 and for the management and operation of the charter school, provided
6 the charter school board maintains oversight authority over the
7 charter school. Contracts for management operation of the charter
8 school may only be with nonprofit organizations;

9 (d) Rent, lease, purchase, or own real property. All charter
10 contracts and contracts with other entities must include provisions
11 regarding the disposition of the property if the charter school fails
12 to open as planned or closes, or if the charter contract is revoked
13 or not renewed;

14 (e) Issue secured and unsecured debt, including pledging,
15 assigning, or encumbering its assets to be used as collateral for
16 loans or extensions of credit to manage cash flow, improve
17 operations, or finance the acquisition of real property or equipment.
18 However, the charter public school may not pledge, assign, or
19 encumber any public funds received or to be received pursuant to RCW
20 28A.710.220. Debt issued under this subsection (1)(e) is not a
21 general, special, or moral obligation of the state, the charter
22 school authorizer, the school district in which the charter school is
23 located, or any other political subdivision or agency of the state.
24 Neither the full faith and credit nor the taxing power of the state,
25 or any political subdivision or agency of the state, may be pledged
26 for the payment of the debt;

27 (f) Solicit, accept, and administer for the benefit of the
28 charter school and its students, gifts, grants, and donations from
29 individuals, or public or private entities, excluding sectarian or
30 religious organizations. A charter school board may not accept any
31 gifts or donations that violate this chapter or other state laws; and

32 (g) Issue diplomas to students who meet state high school
33 graduation requirements established under RCW 28A.230.090. A charter
34 school board may establish additional graduation requirements.

35 (2) A charter school board must (~~contract for an independent~~
36 ~~performance~~)) obtain an accountability audit of the school to be
37 conducted: (a) The second year immediately following the school's
38 first full school year of operation; and (b) at least every three
39 years thereafter. (~~The performance audit must be conducted in~~
40 ~~accordance with United States general accounting office government~~

1 ~~auditing standards. A performance))~~ An audit in compliance with this
2 section does not inhibit the state auditor's office from conducting a
3 performance audit of the school.

4 (3) A charter school board may not levy taxes or issue tax-backed
5 bonds.

6 (4) A charter school board may not acquire property by eminent
7 domain.

8 (5) A charter school board, through website postings and written
9 notice with receipt acknowledged by signature of the recipient, must
10 advise families of new, ongoing, and prospective students of any
11 ongoing litigation challenging the constitutionality of charter
12 schools or that may require charter schools to cease operations.

13 (6) Each charter school board shall ensure that its members and
14 administrative staff receive annual training to support the effective
15 operation and oversight of the charter school, including compliance
16 with requirements governing the employment of properly credentialed
17 instructional staff, compliance with the requirements of chapters
18 42.30 and 42.56 RCW, and the permitted uses of public funds.

19 **Sec. 3.** RCW 28A.710.040 and 2018 c 75 s 9 are each amended to
20 read as follows:

21 (1) A charter school must operate according to the terms of its
22 charter contract and the provisions of this chapter.

23 (2) A charter school must:

24 (a) Comply with local, state, and federal health, safety,
25 parents' rights, civil rights, and nondiscrimination laws applicable
26 to school districts and to the same extent as school districts,
27 including but not limited to chapter 28A.642 RCW (discrimination
28 prohibition) (~~and~~), chapter 28A.640 RCW (sexual equality), chapter
29 28A.180 RCW (transitional bilingual instruction program), and chapter
30 28A.155 RCW (special education);

31 (b) Provide a program of basic education, that meets the goals in
32 RCW 28A.150.210, including instruction in the (~~essential academic~~
33 ~~learning requirements)) state learning standards, and participate in
34 the statewide student assessment system as developed under RCW
35 28A.655.070;~~

36 (c) Comply with the screening and intervention requirements under
37 RCW 28A.320.260;

38 (d) Employ certificated instructional staff as required in RCW
39 28A.410.025. Charter schools, however, may hire noncertificated

1 instructional staff of unusual competence and in exceptional cases as
2 specified in RCW 28A.150.203(7). Beginning November 1, 2023, and
3 annually thereafter, charter schools shall report the employment of
4 all noncertificated instructional staff hired in accordance with this
5 subsection (2)(d) during the current and preceding school year to the
6 executive director of the commission and the state board of education
7 for inclusion in the annual report required by RCW 28A.710.250;

8 (e) Comply with the employee record check requirements in RCW
9 28A.400.303;

10 (f) Adhere to generally accepted accounting principles and be
11 subject to financial examinations and audits as determined by the
12 state auditor, including annual audits for legal and fiscal
13 compliance;

14 (g) Comply with the annual performance report under RCW
15 28A.655.110;

16 (h) Be subject to the performance improvement goals adopted by
17 the state board of education under RCW 28A.305.130;

18 (i) Comply with the open public meetings act in chapter 42.30 RCW
19 and public records requirements in chapter 42.56 RCW; and

20 (j) Be subject to and comply with legislation enacted after
21 December 6, 2012, that governs the operation and management of
22 charter schools.

23 (3) Charter public schools must comply with all state statutes
24 and rules made applicable to the charter school in the school's
25 charter contract, and are subject to the specific state statutes and
26 rules identified in subsection (2) of this section. For the purpose
27 of allowing flexibility to innovate in areas such as scheduling,
28 personnel, funding, and educational programs to improve student
29 outcomes and academic achievement, charter schools are not subject
30 to, and are exempt from, all other state statutes and rules
31 applicable to school districts and school district boards of
32 directors. Except as provided otherwise by this chapter or a charter
33 contract, charter schools are exempt from all school district
34 policies.

35 (4) A charter school may not engage in any sectarian practices in
36 its educational program, admissions or employment policies, or
37 operations.

38 (5) Charter schools are subject to the supervision of the
39 superintendent of public instruction and the state board of
40 education, including accountability measures such as the Washington

1 achievement index developed by the state board of education under RCW
2 28A.657.110, to the same extent as other public schools, except as
3 otherwise provided in this chapter.

4 **Sec. 4.** RCW 28A.710.070 and 2020 c 49 s 2 are each amended to
5 read as follows:

6 (1) The Washington state charter school commission is established
7 as an independent state agency whose mission is to ~~((authorize))~~:

8 (a) Authorize high quality charter public schools throughout the
9 state, especially schools that are designed to expand opportunities
10 for at-risk students ~~((, and to ensure))~~;

11 (b) Ensure the highest standards of accountability and oversight
12 for these schools; and

13 (c) Hold charter school boards accountable for: Ensuring that
14 students of charter public schools have opportunities for academic
15 success; and exercising effective educational, operational, and
16 financial oversight of charter public schools.

17 (2) The commission shall, through its management, supervision,
18 and enforcement of the charter contracts and pursuant to applicable
19 law, administer the charter schools it authorizes in the same manner
20 as a school district board of directors administers other schools.

21 (3) (a) The commission shall consist of:

22 (i) Nine appointed members;

23 (ii) The superintendent of public instruction or the
24 superintendent's designee; and

25 (iii) The chair of the state board of education or the chair's
26 designee.

27 (b) Appointments to the commission shall be as follows: Three
28 members shall be appointed by the governor; three members shall be
29 appointed by the senate, with two members appointed by the leader of
30 the largest caucus of the senate and one member appointed by the
31 leader of the minority caucus of the senate; and three members shall
32 be appointed by the house of representatives, with two members
33 appointed by the speaker of the house of representatives and one
34 member appointed by the leader of the minority caucus of the house of
35 representatives. The appointing authorities shall assure diversity
36 among commission members, including representation from various
37 geographic areas of the state and shall assure that at least one
38 member is the parent of a Washington public school student.

1 (4) Members appointed to the commission shall collectively
2 possess strong experience and expertise in public and nonprofit
3 governance; management and finance; public school leadership,
4 assessment, curriculum, and instruction; and public education law.
5 All appointed members shall have demonstrated an understanding of and
6 commitment to charter schooling as a strategy for strengthening
7 public education.

8 (5) Appointed members shall serve four-year, staggered terms. The
9 initial appointments from each of the appointing authorities must
10 consist of one member appointed to a one-year term, one member
11 appointed to a two-year term, and one member appointed to a
12 three-year term, all of whom thereafter may be reappointed for a
13 four-year term. No appointed member may serve more than two
14 consecutive terms. Initial appointments must be made by July 1, 2016.

15 (6) Whenever a vacancy on the commission exists among its
16 appointed membership, the original appointing authority must appoint
17 a member for the remaining portion of the term within no more than
18 thirty days.

19 (7) Commission members shall serve without compensation but may
20 be reimbursed for travel expenses as authorized in RCW 43.03.050 and
21 43.03.060.

22 (8) The commission may hire an executive director and may employ
23 staff as necessary to carry out its duties under this chapter. The
24 commission may delegate to the executive director the duties as
25 necessary to effectively and efficiently execute the business of the
26 commission, including the authority to employ necessary staff. In
27 accordance with RCW 41.06.070, the executive director and the
28 executive director's confidential secretary are exempt from the
29 provisions of chapter 41.06 RCW.

30 (9) The commission shall reside within the office of the
31 superintendent of public instruction for administrative purposes
32 only.

33 (10) RCW 28A.710.090 and 28A.710.120 do not apply to the
34 commission.

35 **Sec. 5.** RCW 28A.710.100 and 2016 c 241 s 110 are each amended to
36 read as follows:

37 (1) Authorizers are responsible for:

38 (a) Holding the charter school board of each authorized charter
39 school accountable for: Ensuring that students in the charter school

1 have opportunities for academic success; and exercising effective
2 educational, operational, and financial oversight of the charter
3 school;

4 (b) Soliciting and evaluating charter applications;

5 ~~((b))~~ (c) Approving charter applications that meet identified
6 educational needs and promote a diversity of educational choices;

7 ~~((e))~~ (d) Denying charter applications that fail to meet
8 statutory requirements, requirements of the authorizer, or both;

9 ~~((d))~~ (e) Negotiating and executing charter contracts with each
10 authorized charter school;

11 ~~((e))~~ (f) Monitoring, in accordance with charter contract
12 terms, the performance and legal compliance of charter schools
13 including, without limitation, education and academic performance
14 goals and student achievement; ~~(and~~

15 ~~(f))~~ (g) Determining whether each charter contract merits
16 renewal, nonrenewal, or revocation; and

17 (h) Ensuring that charter school boards comply with the annual
18 training requirements in RCW 28A.710.030(6).

19 (2) An authorizer may delegate its responsibilities under this
20 section to employees or contractors.

21 (3) All authorizers must develop and follow chartering policies
22 and practices that are consistent with the principles and standards
23 for quality charter authorizing developed by the national association
24 of charter school authorizers in at least the following areas:

25 (a) Organizational capacity and infrastructure;

26 (b) Soliciting and evaluating charter applications;

27 (c) Performance contracting;

28 (d) Ongoing charter school oversight and evaluation; and

29 (e) Charter renewal decision making.

30 (4) Each authorizer must submit an annual report to the state
31 board of education, according to a timeline, content, and format
32 specified by the board that includes:

33 (a) The authorizer's strategic vision for chartering and progress
34 toward achieving that vision;

35 (b) The academic and financial performance of all operating
36 charter schools under its jurisdiction, including the progress of the
37 charter schools based on the authorizer's performance framework;

38 (c) The status of the authorizer's charter school portfolio,
39 identifying all charter schools in each of the following categories:

40 (i) Approved but not yet open; (ii) operating; (iii) renewed; (iv)

1 transferred; (v) revoked; (vi) not renewed; (vii) voluntarily closed;
2 or (viii) never opened;

3 (d) The authorizer's operating costs and expenses detailed in
4 annual audited financial statements that conform with generally
5 accepted accounting principles; and

6 (e) The services purchased from the authorizer by the charter
7 schools under its jurisdiction under RCW 28A.710.110, including an
8 itemized accounting of the actual costs of these services.

9 (5) Neither an authorizer, individuals who comprise the
10 membership of an authorizer in their official capacity, nor the
11 employees of an authorizer are liable for acts or omissions of a
12 charter school they authorize.

13 (6) No employee, trustee, agent, or representative of an
14 authorizer may simultaneously serve as an employee, trustee, agent,
15 representative, vendor, or contractor of a charter school under the
16 jurisdiction of that authorizer.

17 **Sec. 6.** RCW 28A.710.120 and 2016 c 241 s 112 are each amended to
18 read as follows:

19 (1) The state board of education is responsible for overseeing
20 the performance and effectiveness of all authorizers (~~(approved under~~
21 ~~RCW 28A.710.090)~~).

22 (2) Persistently unsatisfactory performance of an authorizer's
23 portfolio of charter schools, a pattern of well-founded complaints
24 about the authorizer or its charter schools, a high percentage of
25 charter school closures during the preceding 10-year period, or other
26 objective circumstances may trigger a special review by the state
27 board of education.

28 (3) In reviewing or evaluating the performance of authorizers,
29 the state board of education must apply nationally recognized
30 principles and standards for quality charter authorizing. Evidence of
31 material or persistent failure by an authorizer to carry out its
32 duties in accordance with these principles and standards constitutes
33 grounds for revocation of the authorizing contract by the state board
34 of education, as provided under this section.

35 (4) If at any time the state board of education finds that an
36 authorizer is not in compliance with a charter contract, its
37 authorizing contract, or the authorizer duties under RCW 28A.710.100,
38 the board must notify the authorizer in writing of the identified

1 problems, and the authorizer must have reasonable opportunity to
2 respond and remedy the problems.

3 (5) ~~((1f))~~ Except as provided otherwise in subsection (7) of this
4 section if, after due notice from the state board of education, an
5 authorizer persists in violating a material provision of a charter
6 contract or its authorizing contract, or fails to remedy other
7 identified authorizing problems, the state board of education shall
8 notify the authorizer, within a reasonable amount of time under the
9 circumstances, that it intends to revoke the authorizer's chartering
10 authority unless the authorizer demonstrates a timely and
11 satisfactory remedy for the violation or deficiencies.

12 (6) In the event of revocation of any authorizer's chartering
13 authority, the state board of education shall manage the timely and
14 orderly transfer of each charter contract held by that authorizer to
15 another authorizer in the state, with the mutual agreement of each
16 affected charter school and proposed new authorizer. The new
17 authorizer shall assume the existing charter contract for the
18 remainder of the charter term.

19 (7) If the commission is the subject of the special review under
20 this section, the state board of education shall have one year from
21 the initiation of its review to complete the review and provide a
22 report with findings and recommendations, including any
23 recommendations for statutory revisions it deems necessary, to the
24 governor, the superintendent of public instruction, and the
25 appropriate committees of the house of representatives and the
26 senate.

27 (8) The state board of education must establish timelines and a
28 process for taking actions under this section in response to
29 performance deficiencies by an authorizer.

30 **Sec. 7.** RCW 28A.710.140 and 2016 c 241 s 114 are each amended to
31 read as follows:

32 (1) The state board of education must establish an annual
33 statewide timeline for charter application submission and approval or
34 denial that must be followed by all authorizers.

35 (2) In reviewing and evaluating charter applications, authorizers
36 shall employ procedures, practices, and criteria consistent with
37 nationally recognized principles and standards for quality charter
38 authorizing. Authorizers shall give preference to applications for
39 charter schools that are designed to enroll and serve at-risk student

1 populations. However, nothing in this chapter may be construed as
2 intended to limit the establishment of charter schools to those that
3 serve a substantial portion of at-risk students, or to in any manner
4 restrict, limit, or discourage the establishment of charter schools
5 that enroll and serve other pupil populations under a nonexclusive,
6 nondiscriminatory admissions policy. The application review process
7 must include thorough evaluation of each application, an in-person
8 interview with the applicant group, and an opportunity to learn about
9 and provide input on each application in a public forum including,
10 without limitation, parents, community members, local residents, and
11 school district board members and staff.

12 (3) In deciding whether to approve an application, authorizers
13 must:

14 (a) Grant charters only to applicants that have demonstrated
15 competence in each element of the authorizer's published approval
16 criteria and are likely to open ~~((and)),~~ operate, and ensure the
17 financial viability of a successful charter public school;

18 (b) Base decisions on documented evidence collected through the
19 application review process;

20 (c) Follow charter-granting policies and practices that are
21 transparent and based on merit; and

22 (d) Avoid any conflicts of interest, whether real or apparent.

23 (4) An approval decision may include, if appropriate, reasonable
24 conditions that the charter applicant must meet before a charter
25 contract may be executed.

26 (5) For any denial of an application, the authorizer shall
27 clearly state in writing its reasons for denial. A denied applicant
28 may subsequently reapply to that authorizer or apply to another
29 authorizer in the state.

30 **Sec. 8.** RCW 28A.710.180 and 2016 c 241 s 118 are each amended to
31 read as follows:

32 (1) Each authorizer must continually monitor the performance and
33 legal compliance of the charter schools under its jurisdiction,
34 including collecting and analyzing data to support ongoing evaluation
35 according to the performance framework in the charter contract.

36 (2) An authorizer may conduct or require oversight activities
37 that enable the authorizer to fulfill its responsibilities under this
38 chapter, including conducting appropriate inquiries and
39 investigations ~~((, if those activities are consistent with the intent~~

1 ~~of this chapter, adhere to the terms of the charter contract, and do~~
2 ~~not unduly inhibit the autonomy granted to charter schools)).~~
3 Examples of permitted reasons for conducting or requiring oversight
4 activities under this section include: The persistent unsatisfactory
5 performance of a charter school; a pattern of well-founded complaints
6 about a charter school; or other objective circumstances.

7 (3) In the event that a charter school's performance, financial
8 status, or legal compliance appears unsatisfactory, the authorizer
9 must promptly notify the school of the perceived problem and provide
10 reasonable opportunity for the school to remedy the problem. However,
11 if the problem warrants revocation of the charter contract, the
12 revocation procedures under RCW 28A.710.200 apply.

13 (4) An authorizer may take appropriate corrective actions or
14 exercise sanctions short of revocation in response to apparent
15 deficiencies in charter school performance or legal compliance. These
16 actions or sanctions may include, if warranted, requiring a school to
17 develop and execute a corrective action plan within a specified time
18 frame.

19 **Sec. 9.** RCW 28A.710.190 and 2016 c 241 s 119 are each amended to
20 read as follows:

21 (1) A charter contract may be renewed by the authorizer, at the
22 request of the charter school, for successive five-year terms. The
23 authorizer, however, may vary the term based on the performance,
24 demonstrated capacities, and particular circumstances of a charter
25 school, and may grant renewal with specific conditions for necessary
26 improvements to a charter school.

27 (2) No later than six months before the expiration of a charter
28 contract, the authorizer must issue a performance report and charter
29 contract renewal application guidance to the charter school. The
30 performance report must summarize the charter school's performance
31 record to date based on the data required by the charter contract,
32 and must provide notice of any weaknesses or concerns perceived by
33 the authorizer concerning the charter school that may, if not timely
34 rectified, jeopardize its position in seeking renewal. The charter
35 school has thirty days to respond to the performance report and
36 submit any corrections or clarifications for the report.

37 (3) The renewal application guidance must, at a minimum, provide
38 an opportunity for the charter school to:

1 (a) Present additional evidence, beyond the data contained in the
2 performance report, supporting its case for charter contract renewal;

3 (b) Describe improvements undertaken or planned for the school;
4 and

5 (c) Detail the school's plans for the next charter contract term.

6 (4) The renewal application guidance must include or refer
7 explicitly to the criteria that will guide the authorizer's renewal
8 decisions, and this criteria must be based on the performance
9 framework set forth in the charter contract.

10 (5) In making charter renewal decisions, an authorizer must:

11 (a) Hold the charter school board accountable for: Ensuring that
12 students of the charter school have opportunities for academic
13 success; and exercising effective educational, operational, and
14 financial oversight of the charter school;

15 (b) Base its decisions in evidence of the school's performance
16 over the term of the charter contract in accordance with the
17 performance framework set forth in the charter contract;

18 ~~((b))~~ (c) Ensure that data used in making renewal decisions are
19 available to the school and the public; and

20 ~~((e))~~ (d) Provide a public report summarizing the evidence
21 basis for its decision.

22 NEW SECTION. Sec. 10. A new section is added to chapter 28A.710
23 RCW to read as follows:

24 (1) Beginning with the 2023-24 school year, the commission shall
25 promote the effective administration and operation of charter schools
26 through the provision of technical assistance to requesting charter
27 schools, charter school boards, or both.

28 (2) The principal objective of technical assistance provided in
29 accordance with this section, which may be provided by commission
30 staff or through a contractor, must be to support charter schools and
31 charter school boards in achieving and maintaining compliance with
32 the requirements of this chapter and other provisions of Title 28A
33 RCW governing the operation of charter schools. In responding to
34 requests for technical assistance, the commission shall prioritize
35 the provision of assistance to charter schools that have been in
36 operation for three or fewer school years.

37 (3) Technical assistance provided in accordance with this
38 section: May only be provided at the request of the applicable
39 charter school or charter school board; and is unrelated to, and does

1 not affect or otherwise modify, duties of the commission in its role
2 as an authorizer.

3 (4) For the purposes of this section, "technical assistance"
4 means the provision of training, which may be provided by commission
5 staff or through a contractor, to support charter schools and charter
6 school boards in their responsibility to achieve and maintain
7 compliance with applicable state and federal laws and with their
8 charter school contract.

9 NEW SECTION. **Sec. 11.** A new section is added to chapter 28A.710
10 RCW to read as follows:

11 (1)(a) By November 1, 2023, the commission shall establish and
12 maintain on its website an online system for students who attend
13 charter schools, and the parents of those students, to submit
14 complaints about the operation and administration of one or more
15 charter schools, including complaints about the provision of
16 education services and complaints alleging noncompliance with the
17 requirements of this chapter or other provisions governing charter
18 schools.

19 (b) The commission shall acknowledge the receipt of each received
20 complaint within 10 business days and shall, in a timely manner,
21 perform any inquiries or other actions it deems necessary and
22 appropriate to respond to each received complaint.

23 (2) The commission shall adopt and revise as necessary rules to
24 implement this section.

25 NEW SECTION. **Sec. 12.** A new section is added to chapter 28A.710
26 RCW to read as follows:

27 Each charter school shall prominently post and maintain on its
28 website information about the school's process and instructions for
29 submitting complaints about the operation and administration of the
30 charter school by its enrolled students and their parents. This
31 information must include a designated point of contact at the charter
32 school and a link to the complaint system of the commission that is
33 required by section 11 of this act.

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