

Parent Complaint Procedure

This procedure will allow parents to file complaints and feel reassured that the complaints will be dealt with in a fair, open, and responsive way. The school recognizes that a willingness to listen to questions and criticism and to respond positively can lead to improvements in school practices. The following steps should be followed:

- A parent may raise a concern directly with school staff. When this occurs, it may be unclear whether the parent is making a complaint, seeking information, or has misunderstood a situation. Staff will try to resolve the concern at this point in a speedy and effective way. However, if the concern is not resolved, the Parent will contact the Dean. The Dean will discuss the issue with the parent with the aim of resolving the complaint as soon as possible. The parent will be informed of the outcome of the investigation and what action, if any, the school proposes to take. If no satisfactory solution has been found, the parent can move to Step 2.
- The parent will contact the school Instructional Coach. The complaint will be discussed with the parent and an investigation will follow. The parent will be informed of the outcome of the investigation and what action, if any, the school proposes to take. If no satisfactory solution has been found, the parent can move to Step 3.
- The parent will contact the School Leader. The complaint will be discussed with the parent and an investigation will follow. The parent will be informed of the outcome of the investigation and what action, if any, the school proposes to take. If no satisfactory solution has been found, the parent can move to Step 4.
- This step requires that a written complaint be sent to the President of the School Board. The President of the School Board will acknowledge the written complaint within ten (10) school days of receipt and provide an opportunity to discuss the complaint. After investigating the complaint. A written response will be made, the written response will include reasons for the conclusions reached by the School Board and what action, if any, the school proposes to take to resolve the matter. The decision of the School Board is FINAL.
- Should a parent/guardian require a conference with a teacher, the conference needs to be set as a meeting during a mutually agreed upon time between the parent/guardian and teacher. At no point should a parent/guardian plan to meet with a teacher without a scheduled appointment.

Elementary Campus

Jermaine Mead, Dean

219-883-0453

Marisa Simmons, Instructional coach

219-883-4831

Michael Collins, School Leader

219-883-4826

Jr./Sr. High Campus

Arthur Haggard, Dean

219-944-3110

Kenneth Stalling, Dean

219-944-3111

Leah Hogan, Instructional Coach

219-944-3116

Dr. Richard Glass, School Leader

219-944-3119