



"Somos Semillas, Somos Tenaces
We are seeds. We are Relentless."

ANAHUACALMECAC

INTERNATIONAL UNIVERSITY PREPARATORY

An International Baccalaureate World School



4736 Huntington Drive South, Los Angeles CA 90032 • (323) 352-3148 •
Email: info@dignidad.org • www.AIUPWorldSchool.org
Semillas Community Schools

EXPRESSING CONCERNS

If you have a concern regarding the performance of an employee or if you have any other concerns related to the school Concern Forms and/or Complaint Forms are available. Please call the main office and follow the below procedure:

COMPLAINT PROCEDURE

1. Call the Office Manager to notify them of your concern.
2. You may be required to make a formal complaint with the Main Office in writing. A complaint form will be provided to you for this purpose.
3. The supervisor or designee of an area will be notified of your concern.
4. The supervisor or designee will contact you notifying you that your concern was received and the actions to be taken within a 24 hour period.
5. The supervisor or designee will contact you to explain the outcome of any investigation regarding the complaint within a 5 work day period. Please keep in mind that an investigation may take more than 5 days.
6. The parent may request a meeting with the supervisor or designee to discuss the outcome of the complaint.