Complaint Procedure

Honest disagreements and complaints are inevitable in public schools. If parents have a complaint or disagreement concerning the school, the following procedure has been set up to guarantee that the problem will be heard.

First, arrange a meeting with the person against whom the claim is directed. Most disputes are resolved at this level.

If the situation remains unsolved, you may contact the school for a Parent Complaint Report form. Once completed, the form will be forwarded to the principal who will provide resolution assistance.

Parent/Staff Complaint Report

Parent Name:_____ **Date:**_____

Teacher Name:_____ **School:**_____

Phone Number:_____**Board Member if referral:**_____

Factually complete what is the concern (who, what, where, when, etc.):

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Date of contact_____ At what level_____

Protocol:

Address concerns at its lowest level.

- 1st - Teacher (contact teacher to resolve concern)
- 2nd - Principal (complete Complaint Report and submit to Principal)
- 3rd - Board Member (if not resolved, Principal sends Complaint Report and Response to Board Chair through Board Coordinator)
- 4th - Board Meeting – (if not resolved complaint can be addressed at Board Meeting)

* Response within five (5) working days.

Response To Complaint Report

Date:_____

Principal:_____**School:**_____

(Contact and degree of resolution)

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

CC: Parent/Staff Complaint Binder- Principal
Board Member if referred
Board Coordinator