



PARENT COMPLAINT POLICY

Charter schools are publicly-funded schools that are open to all students through a non-discriminatory admissions lottery. Each charter school is governed by a not-for-profit board of trustees that may include educators, community members, and leaders from the private sector.

Any parent or individual who believes that a charter school has violated a term of its charter or the law may complain formally to the school and seek relief. If you believe that our School has violated a term of its charter or has violated applicable law, please follow the steps below.

Step 1: Review the school's guidelines and policies.

Begin by reviewing the school's policies, guidelines, and reference materials. Such items include, but are not limited to, the school handbook and school-issued memorandums. Determine whether or not the school's actions related to the complaint fall within the school's policies.

Step 2: Reach out to the child's classroom teacher.

If the concern can be addressed by the classroom teacher, this is the first step in resolving a complaint. Contact information for all school staff members is sent home at the beginning of the school year, and is available in the school's main office.

Step 3: Reach out to the appropriate leadership team member(s).

If the concern is not sufficiently addressed by the teacher, reach out to the leadership team member that oversees the area of concern. If it is unclear which leadership team member to contact, proceed to step 4.

Step 4: Reach out to the Head of School

If the concern is not addressed adequately by the leadership team member mentioned above, the parent or individual should reach out to the Head of School, to address the issue.

Step 5: Reach out to the Executive Director

If the parent or individual disagrees or is not satisfied with the Head of School's decision or handling of a situation, reach out to the Executive Director.

Step 6: Appeal to the school's Board of Trustees.

If after contacting the Executive Director, the parent or individual is still not satisfied with the outcome or decision pertaining to the complaint, he/she may appeal to the school's Board of Trustees in writing. The Board meets publicly on a regular basis and will respond in a timely fashion to acknowledge the receipt of the complaint and next steps in their addressing of the concern.