

## PROCESS FOR ADDRESSING PARENT AND COMMUNITY MEMBER CONCERNS

### Conflict Resolution

Christopher House Elementary School is committed to working with families to address their concerns in a timely and transparent way. The Christopher House Elementary School principal is responsible for making decisions that are in the best interest of the school. Occasionally, a scholar or parent may make a request and/or have an issue or grievance that he or she believes is not being addressed in a manner consistent with the philosophy of the school or its policies and procedures. If this occurs, it is the responsibility of both parties to address the concerns or issues in a constructive dialogue. The grievance process has a maximum of three steps, but resolution may be reached at any step in the process identified.

**STEP ONE:** The scholar or parent presents his or her grievance or issue to the staff member with whom he or she has the conflict. The staff member should address the grievance, attempt to resolve it, and give the scholar a decision within a reasonable amount of time.

**STEP TWO:** If there is dissatisfaction with the decision or if it is not within the scope of the staff member's responsibilities to respond, the scholar or parent should approach the principal. Following a review of the concern, the principal will confer and determine a response to the issue raised. The response is submitted in writing to the scholar or parent with the explained decision.

**STEP THREE:** If the response given by the Principal seems unreasonable to the scholar or parent, he or she should then submit a written request for a hearing before the Chief Executive Officer. Following a review of the request and an investigation of the issue, the principal will schedule a meeting with the involved parties. After considering the contents of the written request for a hearing, information collected during the investigation, and information clarified during the hearing, the principal will communicate a decision in writing to all involved parties.

**STEP FOUR:** If the response given by the Chief Executive Officer seems unreasonable to the scholar or parent, he or she should then submit a written request for a hearing before the Christopher House Board. Following a review of the request and an investigation of the issue, the principal will schedule a meeting with the involved parties. After considering the contents of the written request for a hearing, information collected during the investigation, and information clarified during the hearing, the principal will communicate a decision in writing to all involved parties.

### DISCIPLINE ISSUES

Teacher → Assistant Principal or Principal → Chief Executive Officer → Board of Directors

### ACADEMIC ISSUES

Teacher → Assistant Principal or Principal → Chief Executive Officer → Board of Directors

### SPECIAL EDUCATION SERVICES

Diverse Learners Manager → Principal → Chief Executive Officer → Board of Directors

### SCHOOL AGE/YOUTH LEADERSHIP PROGRAMMING

School Age Worker → School Age Manager → Site Director → Director of Early Childhood and Youth Development → Chief Executive Officer → Board of Directors

We are sincerely interested in helping you to resolve any problems or complaints you may have as quickly as possible. We ask only that you follow the procedure that has been outlined above so that all complaints may be processed in an orderly and thorough fashion.