

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 **in order**:

1. **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.
2. **The parent will contact the school Assistant Principal.** 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.
3. **The parent will contact the School Principal.** 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.
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.
5. 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.

Jermaine Mead, Dean K-12
219-944-3100 ext. 3111

Fenencia Toney, Assistant Principal K-6
219-944-3100 ext. 3114

Marcus Baker, Assistant Principal 7-12
219-944-3100 ext. 3112

Marisa Simmons, Principal
219-944-3100 ext. 3117