

POLICY & PROCEDURE: COMPLAINTS

J PAUL TAYLOR ACADEMY

www.jpaultayloracademy.org

Adoption date: November 12th, 2014

Informal Complaints

Parents/guardians are advised to go to the person most directly involved in the situation to attempt to find a resolution. If the parent/guardian is not able to agree with the resolution offered at the meeting with the person most directly involved, the parent/guardian may move forward to the formal complaint process.

If the child's safety is in jeopardy, the concern automatically is upgraded to the formal complaint process with the Head Administrator.

Suggestions or comments regarding general school activities can be directed to the Parent Advisory Committee.

Suggestions or comments regarding curriculum can be directed to the Academic Oversight Committee

Formal complaints with Head Administrator

The parent/guardian may fill out a complaint form and submit the form via email or regular mail to the school address.

Upon receipt of the complaint the Head Administrator has three business days to contact the parent/guardian to obtain additional details or let him/her know what steps have or will be taken towards resolution. If the parent/guardian and Head Administrator agree that the situation is resolved, no further action is necessary.

If the issue remains unresolved, the Head Administrator must schedule a meeting with the parent/guardian within seven business days; meetings prior to this deadline are strongly encouraged.

At this meeting, the parent/guardian and Head Administrator attempt to find a resolution. A person, appointed by the Head Administrator will be in attendance at the meeting to take notes. Others with pertinent information may also attend with the mutual agreement of the parent/guardian and the Head Administrator. Any resolution identified at this stage will be put in writing for the parents/guardian and Head Administrator to sign.

If a resolution is not reached at this meeting, the Head Administrator and parent/guardian will schedule a meeting within ten business days with three Governance Council members to serve as mediators. The Head Administrator will provide copies of the written complaint and previous meeting's notes to participating Governance Council members with the notice of the meeting. The Governance Council members will meet with the parent/guardian and Head Administrator and decide upon a resolution which will then become the standard by which the parent or guardian, Head Administrator and any other involved personnel will be bound to operate.

Formal complaints with Governance Council

If the complaint regards school policy matters, the complainant is advised to go directly to the Governing Council. Public input time at Governance Council Meetings is an opportune time for this communication. Governance Council members may also be contacted outside of Governance Council Meetings for the sole purpose of discussing policy matters, however no final action or decision can be made without majority consent of the Governance Council. The web page provides contact information for the Council.



J. Paul Taylor Academy

Recapturing the Joy of Learning - Recapturar la Alegria de Aprender



Date: _____

Name(s) of Complainant(s): _____

Name of student and relationship to student (if applicable): _____

Description of situation including date where it began or occurred:

Describe steps that have been taken to resolve the issue and their dates:

How would you prefer the situation to be resolved?:

