



PURPOSE

The purpose of this policy is to clarify for parents a process by which concerns can be addressed. The Board of Directors of Maria Montessori Academy (the "School") values open communication between parents, faculty, staff, administration, and the Board. The Board encourages active parent participation in their children's education, and hopes that parents will feel empowered to voice their opinions, volunteer in and out of the classroom for the School, and work as a team to provide the best education for their children. The Board also believes that individuals can generally resolve their own disputes through open, respectful communication. If a situation arises that cannot be resolved between the parties involved, then this policy will be used. The purpose of this policy is to ensure that parents understand how to pursue the resolution of grievances, concerns, and disputes involving the School.

POLICY

Concerns Involving School Personnel

A parent who has a complaint involving a teacher, staff member, or member of the School's administration (including the Director) must first address the issue with the other individual involved and work reasonably and in good faith to resolve the concern.

A parent that is not able to resolve the dispute himself or herself may then raise the issue with the School's Director. The parent should first send to the Director within five (5) school days of the attempt to resolve the dispute a written complaint specifying the individual(s) involved, details of the incident(s) giving rise to the complaint, including dates and approximate times, details of an attempt to rectify the situation, and the requested solution. After sending the written complaint, the parent and the Director should schedule a time within five (5) school days of receipt of the written complaint to discuss the concern in person or via telephone.

If a parent's complaint involves the Director, the parent must first address the issue with the Director and work reasonably and in good faith to resolve the problem. The parent will need to send to the Director a written complaint specifying the details of the incident(s) giving rise to the complaint, including dates and approximate times, and the requested solution. After sending the written complaint, the parent and the Director should schedule a time within five (5) school days of receipt of the written complaint to discuss the concern in person or via telephone.

In the event the parent and the Director are unable to resolve a complaint and the parent wishes to bring the issue to the Board's attention, the complaint may be directed to the Board in writing. Complaints shall specify the individual(s) involved, details of the incident(s) giving rise to the complaint, including dates and approximate times, details of attempts to resolve the problem, and the requested solution. The Board will then consider the complaint and identify whatever action the Board deems appropriate within thirty (30) school days.

Board Policy Issues

Parents may submit a grievance regarding Board policy to any Board member in writing or through e-mail.

In addition, meetings of the Board of Directors typically include time for members of the public to make brief comments to the Board.

Concerns that involve administrative practices or procedures should be addressed with the Director rather than the Board.

Signature:

Board President

Date