

Concerns/Complaint Procedure - Pre-K Sites will be implementing school board policy.

Parents/guardians with concerns about a particular situation at school should first contact the classroom teacher to discuss the problem. Teachers will likewise contact parents/guardians when they become aware of problem situations that require attention. With prompt and open communication, most problems will be resolved. If a problem cannot be resolved between the student, parent/guardian and classroom teacher, the site director should be contacted. If resolution is not found at this level, the situation may be referred to the early learning coordinator.

The vast majority of our communications are positive, but occasionally they become emotional, intense or confrontational. Our staff members are encouraged to seek parents'/guardians' opinions and be active listeners. If the situation becomes unsafe by parents/guardians yelling, swearing, or using personal attacks, staff members may ask to end the call or meeting and reschedule at a time when the discussion can be less emotional. Another staff member or administrator may be present at that meeting. We will always work to resolve the situation with parents/guardians on behalf of their children.