



## POLICY: Parental Complaints and Concerns

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EFFECTIVE DATE: 1/6/2005

REVISION DATE: 4/05/07

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## POLICY: Parental Complaints and Concerns

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### PRACTICES/PROCEDURES:

Platte River Academy believes parent concerns, complaints, or grievances should be addressed in a timely manner. Platte River Academy welcomes constructive criticism of the school whenever it is motivated by keeping the best welfare of the children first, through a sincere desire to improve the quality of the educational program or to equip administration, faculty and the Board to do their tasks more effectively. The Governing Board provides the appropriate direction and guidelines to ensure that PRA's Administration and Faculty are comprised of competent, ethical and responsible professionals and ensures that PRA employees are free from unnecessary, spiteful, or destructive criticism and complaint. Therefore, whenever a complaint is made directly to the Governing Board as a whole, or to a Governing Board member as an individual, the complaint will IN ALL CIRCUMSTANCES be referred back through the proper channels or to the school administrator for appropriate processing and response.

All complaints must be in writing and a *Complaint and Grievance Form* must be used to formally initiate this complaint process at any level. Also, thorough documentation is required as parties proceed collaboratively toward the solution of the complaint and/or concern:

Any complaints and/or concerns directed at one person (staff, volunteers, or another student) will not be discussed in a public meeting. If at any time a parent believes that any action taken by a staff member or the Administrator is illegal, that parent should immediately take his/her concern to the Governing Board President.

**The proper steps (levels) to address complaints involving instructions, discipline, or learning materials will be as follows:**

**LEVEL ONE - Teacher.** The parent should present his/her specific concern or issue in writing (letter or email) to the child's teacher and request an appointment to discuss the specific issue with the teacher. At this meeting, the parent and teacher should decide on a course of action and commit this plan to writing with an intent to collaboratively remedy the situation and provide a set of actions and a timeline for accomplishing the agreed upon action(s). If an agreement on an

appropriate course of action cannot be met, the parent is to consult with an Administrator to assist the parent and teacher in resolving the dispute and developing a plan of action.

**LEVEL TWO - Administrator.** If after the plan of action has been completed and either party involved in the complaint still feels as though the situation has not improved, then that party must provide an Administrator with his/her complaint or concern in writing. It will then be the responsibility of that party to schedule an appointment to discuss the issue with the Administrator. The Governing Board recommends that the teacher be included in this meeting; however, this is not required. The purpose of Level 2 is to either concur with the plan of action as developed in Level 1 or develop a new plan as agreed to by all parties. The Administrator should also schedule a follow-up appointment with the parent to keep abreast of the situation.

**LEVEL THREE – PRA Governing Board.** If the parent continues to be dissatisfied with the process of resolving the issue, then, and only then, the parent may, in writing, bring this to the attention of the Governing Board president. The president will then assign a Governing Board member to serve as a liaison and stay in contact with the Administrator and the parent as all parties try to reach a resolution to the problem. If the issue continues to be unresolved, a three party panel made up of two Governors and one Administrator will hold hearings with both parties and render a recommendation to the entire Governing Board within 7 school days of the final hearing. The Governing Board will then issue a final decision in a timely manner. All decisions are considered to be final.

**LEVEL FOUR - District.** In the event the parent continues to be dissatisfied with the process of resolving the issue, at that time the parent may bring his/her written complaint to the attention of the District or Board of Education. The Douglas County Board of Education WILL NOT accept a parental grievance unless written documentation is provided demonstrating Level One, Level Two, and Level Three have been followed.

By Order of the Governing Board

\_\_\_\_\_  
President

\_\_\_\_\_  
Date

\_\_\_\_\_  
Secretary or Governor

\_\_\_\_\_  
Date

**Platte River Academy**  
**Parental Complaint and Concern Summary**

Parent(s):

School Administrator/Staff Member:

Date of Formal Meeting:

Level of Complaint/Concern: 1 2 3 4

Please explain the nature of the complaint/concern:

Summary of the meeting:

Action Plan:

\_\_\_\_\_ Complaint/Concern is resolved.      \_\_\_\_\_ Complaint/Concern is unresolved  
and will proceed to the next level.

*Revised: April, 2007*

**Platte River Academy**  
*Parent Complaint/Concern Form*

Parent(s):

Date:

Please explain the nature of your complaint/concern:

\_\_\_\_\_  
Parent Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Complaint/Concern received by:

\_\_\_\_\_  
Date

*Revised: April, 2007*