

POLICY & PROCEDURE: COMPLAINTS

J PAUL TAYLOR ACADEMY

www.jaultayloracademy.org

Adoption Date: January 16, 2019

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 Executive Director (ED).

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

Suggestions or comments regarding curriculum can be directed to the Academic Oversight Committee (AOC).

Formal complaints with ED

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 ED has three (3) 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 ED agree that the situation is resolved, no further action is necessary.

If the issue remains unresolved, the ED must schedule a meeting with the parent/guardian within seven (7) business days.

At this meeting the parent/guardian and ED attempt to find a resolution. A person, appointed by the ED 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 ED. Any resolution identified at this stage will be put in writing for the parents/guardian and ED to sign.

If a resolution is not reached at this meeting, the ED and parent/guardian will schedule a meeting within ten (10) business days with two (2) Governance Council (GC) members without a conflict of interest to serve as mediators. The ED will provide copies of the written complaint and previous meeting's notes to participating GC members with the notice of the meeting. The GC members will meet with the parent/guardian and ED to decide upon a resolution, which will then become the standard by which the parent or guardian, ED and any other involved personnel will be bound to operate.

Policy Complaints

If the complaint regards school policy matters, the complainant is advised to go directly to the GC. Public input time at GC Meetings is an opportune time for this communication, or concerns may be directed to the GC Chair. Meeting dates and times and GC members' email addresses can be found on the JPTA webpage.



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 that 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?:

