



Parent/Guardian Concerns and Complaints Protocol

Reporting a Concern:

1. Conference with Facilitator

If a parent/guardian has a concern, the first step should be to contact the learner's facilitator to request a meeting to discuss the concern.

2. Conference with Director

If after meeting with the facilitator, the parent/guardian is not satisfied and still has a concern, the director should be contacted. A Complaint Form can be submitted to the Director directly or via office staff or one will be filled out by the director on your behalf upon meeting. Complaint forms can be requested at the school's office.

If it is not an emergency, please allow prudent time for the director to make contact. Keep in mind the director manages the entire school.

Serious concerns and safety issues will be prioritized and responded to immediately.

The parent or caregiver will be requested to attend a meeting at the school to discuss the concern.

3. Contact the Governing Board

If the concern has not been adequately addressed by the school's director after a meeting at the school, the concern/complaint can then be submitted to the School's Board. The parent/guardian is to contact the school's Governing Board Chair or Vice Chair via written complaint to the Board of Directors. Their email contact information can be found on the school's website.



Name: _____

Phone: _____ Email: _____

Name of Learner(s): _____

Grade(s): _____

Have you met and discussed your concern with the facilitator? If not, why? If so, what was the action taken?

Please describe the circumstances and concerns related to the issue.
Be sure to include place, date, time, and names (if possible)

What do you feel would be acceptable in an effort to resolve this problem?

Additional comments/information that would be helpful in finding a remedy:

Admin Only:

Date Received: _____ Date Contacted _____ Date Meeting _____

Resolution Agreed? _____ Date and Method (email/phone) of Follow-Up _____