

CHALLENGE TO EXCELLENCE COMMUNICATION AND PARENT PROTOCOL

Including Public Complaints (complaints regarding curriculum and staff).

PARENT COMMUNICATION WITH STAFF

Good communication is one of C2E's goals.

1. Between the hours of 8:00 AM and 4:00 PM, teachers are responsible for the supervision of students; therefore, during these hours appointments are required to conference with teachers.
2. On a weekly basis, parents will receive a variety of information in their student's Thursday folder. Information that is not specific to a student will go home in the folder for the oldest or only student at the school. Thursday folder items are only to be school information; we will not send any parent information home in these folders. All classroom party information will be sent out by the teacher.
3. Periodically, there will be parent open forums with the Director and Governing Council.
4. Teachers provide regular feedback on student progress and will ask to meet with parents if a problem arises. In addition, the school will have quarterly student-parent-teacher conferences, however, staff wants to know if parents have questions or concerns about a student's school performance, emotional, health or other issues. Therefore, parents are encouraged to make an appointment with teachers rather than waiting for conferences when these concerns arise.
5. The staff works many hours, in addition to those worked in the building, grading papers, developing lesson plans, participating in school committees, attending in-service and training, etc. Please respect their time outside of regular school hours.
 - A. Do not call staff, including teachers and administrators at home unless a staff member has given you their home number and invited you to use it. In this case, please do not share this number with anyone else.
 - B. If you have an emergency that needs staff attention outside of school hours, please call and leave a message at the school.

PUBLIC COMPLAINTS

C2E will resolve public complaints, including those regarding curriculum, with a process including the opportunity to be heard and ask for an appeal. The final administrative appeal will be heard by the Governing Council. C2E believes that all complaints and grievances are best handled and resolved as close to the origin of the problem as is possible. Therefore, the proper channel to follow involving complaints with instruction, discipline or learning materials will be as follows:

- A. Teacher
- B. Assistant Principal
- C. Director
- D. Governing Council

Parents are asked to discuss their concern directly with the person affected first. If the issue cannot be resolved, then the parent may take it to the next level. When making an appointment with the Assistant Principal or the Director, please write up a short statement regarding the issue/problem, so that an immediate investigation can begin, and so that we can allot the proper amount of time to your appointment.

As the CEO, the Director shall have full authority to take appropriate action to resolve complaints against staff members, within C2E's policies and legal parameters. Please refer to the grievance section in the C2E Charter Contract.

In the event that a complaint should involve conflict between the Director and a subordinate staff member, both parties shall make a good faith effort to resolve the issues at their interpersonal level. If this is not successful, the staff person may request a hearing. Such request must be made to the Governing Council. The request must be made in writing, with a copy given simultaneously, to the other party in the conflict. The Council shall give the Director 10 working days within which to make a written response to the complaint.

It is within the Council's discretion to:

- A. Decide not to hold a hearing, by majority vote, when it is determined that the issue/s, based upon the written information submitted by both parties, relate to the Director's authority as delineated in the Charter. The Council shall notify the parties of this decision in writing.
- B. Decide to hold a hearing on the issues, if not contrary to the Charter, by majority vote, providing the date and time to the parties in writing and set at the convenience of all parties including the Council. If such a hearing is held, it shall be held in Executive Session.

- C. Decide, by majority vote, to designate a qualified Council member (by experience and objectivity) to act as a mediator or to employ an outside mediator. In such event, the Council shall outline the parameters of the conflict to be mediated and the process for confidential reporting by the mediator.

If the complaint is appealed to the Council, the Council must determine if a good faith effort has been made to resolve the complaint at a lower level.

1. If the Council determines that such effort has not been made, by majority vote, the Council will remand the complaint back to the appropriate level.
2. If the Council determines, by majority vote, that a good faith effort has been made to resolve the conflict at a lower level and such effort has failed, the Council may choose one of the two options, by a majority vote
 - a. The Council may designate a member of the Council to act as a facilitator to resolve the dispute.
 - b. The Council may designate/hire an outside facilitator to resolve the dispute.
3. If the above fail, the Council will hear the complaint and make a written decision to be provided to all parties with 14 days after hearing the complaint. The Council may opt to hear the complaint without using a facilitator.
4. If any Council member is involved in the complaint or related to one of the parties bringing the complaint, such Council member shall recuse him or herself and, it is determined by a majority vote, that the Councilperson is personally involved in the dispute, that Councilperson shall be excluded from all further discussion/proceedings for the appeal.

At any point during a complaint or conflict, a parent and a staff member may have a person of their choice present. Constructive criticism, motivated by a sincere desire to improve the quality of the educational program or to improve the accomplishment of a task, is welcomed by the staff and Governing Council of C2E.

COMMUNICATION WITH THE GOVERNING COUNCIL

Communication at Governing Council Meetings

- a. Members of the public may address the Council on any topic. They must fill out a speaker's card and submit it to the Council. Those relating to a specific agenda item will be allowed 3 – 5 minutes following Council discussion on that topic.
- b. If a parent has a complaint against the Governing Council, such complaint should be put in writing and given to the Council Chair who will share it with the other members. The Council will either provide a written response or request to meet with the parent for a dialogue related to the complaint raised.

GRIEVANCE FORM: (please copy for use)

Name: _____ Phone: _____

I have read C2E's policies and procedures that relate to Complaints and Conflict Resolution and agree to abide by them.

Date Signature

School Policy or Procedure allegedly violated:

Date of alleged violation: _____

Briefly describe the alleged violation: _____

I certify that the information that I have provided in this complaint is true, correct, and complete to the best of my knowledge and belief.

Complainant Signature

Received by: _____ Date: _____