

## **PARENTAL CONCERNS/COMPLAINTS**

The Dryades YMCA James M. Singleton Charter School Board and staff take every complaint made by parents and others very seriously. There are times when misunderstandings and disagreements may arise. This is especially true in an educational and school environment. The Board of Directors believes that complaints from parents and others should be given serious consideration and handled through a system that works efficiently, smoothly, and timely. The Board requests that parents use the following procedure to address any concerns or complaints:

1. If a problem arises in the classroom with a teacher, contact that teacher and try to resolve the problem.
2. If both of you cannot successfully resolve the problem, the parent's next step is to contact the principal to schedule a meeting. The Principal will then meet with the parent and, if necessary, the teacher, and student to attempt to solve any problems that are found.
3. After these steps have been taken and the parent is still not satisfied, the Principal will then schedule a meeting with the Superintendent, the parent and all other parties involved. The Director will conduct an investigation and report back to the parent.
4. If the parent is still not satisfied, the Superintendent will then schedule a meeting with the James M. Singleton Education Committee. The parent may appear in person or in writing to discuss complaints or concerns.