

## **Nea Parent Concern or Complaint Resolution Process**

**General Principal for Concern or Complaint Resolution:** Concerns and complaints should be resolved at the lowest level possible, i.e., with the adult with whom you are having the concern or problem. Parents should never attempt to resolve concerns or complaints between two or more learners at the school.

To determine to whom you should direct your concern or complaint to, first consider which category your concern or complaint falls into and then follow the procedure outlined below:

1. Concerns or complaints with facilitator
2. Concerns or complaints with staff
3. Concerns or complaints of a learner-to-learner nature
4. Concerns or complaints with administrative staff
5. Concerns or complaints with another Nea parent
6. Concerns or complaints with school policy
7. Concerns or complaints that do not fall into any of these categories

**Follow these pathways to resolution.**

### **1. Concerns or complaints with facilitator**

If it is a simple concern, try emailing the facilitator for a response. If you do not get an acknowledgement of your email within two (2) school days, share your concern for the lack of response with Nea's Lead Facilitator. If yours involves a more complex concern or complaint, email the facilitator and ask for an appointment with him/her after school to discuss your concern. Please do not attempt to address your concern when dropping off/picking up your child, or during the school day unless you have made an appointment with the facilitator. During the school day, facilitators are totally dedicated to teaching and supervising learners and should never be distracted from this most important task. If you have met personally with the facilitator with whom you have the concern and it has not been resolved, the next step would be to contact Nea's Lead Facilitator, to inform her/him of your concern or complaint.

### **2. Concerns or complaints with staff**

Nea's Lead Facilitator supervises the office and other staff. If you have any concerns with any staff member's interactions with you or your child, please first make those concerns known to staff member(s) involved. If you still have concerns or complaints, notify the Lead Facilitator.

### **3. Concerns or complaints of a learner-to-learner nature**

Parents should never try and resolve a learner-to-learner concern or complaint by approaching or talking to another parent's learner. School staff are responsible for assisting in resolving such matters. If your concern relates to the classroom, please contact the learner's facilitator. If the concern relates to non-classroom time at school (e.g., in the Tree; during after school care), contact Nea's Lead Facilitator.

#### **4. Concerns or complaints with administrative staff**

Concerns or complaints with Nea's administrative staff, should be resolved by requesting a face-to-face meeting with Nea's Lead Facilitator. If you have had such a meeting, and you feel your concerns and/or complaints have not been satisfactorily resolved, you may request a meeting with the CLCS Executive Director.

#### **5. Concerns or complaints with another Nea parent**

Concerns or complaints about the behavior of another Nea parent that occurred during school hours and on our school site should be directed to Nea's Lead Facilitator.

#### **6. Concerns or complaints with school policy**

The Nea Governing Board makes school policy and the Nea administration is tasked with its implementation. You should request a meeting with the Lead Facilitator if you have concerns or complaints about the implementation of a Nea school policy. If that meeting does not resolve your concern, you may request a meeting with CLCS Executive Director. If that meeting does not resolve your concerns about the implementation of Nea school policy, you should attend a public meeting of the Nea Governing Board and express your concerns during the public comments section of the meeting. The Nea Governing Board will make appropriate inquiries, undertake an investigation, and render a decision that will be communicated to you in writing within two weeks' time. If the Nea Governing Board's decision does not yield a satisfactory outcome, concerns or complaints should be directed to the CLCS Board President.

#### **7. Concerns or complaints that do not fall into any of these categories**

Direct your concern or complaint to the CLCS Executive director and s/he will direct your complaint to the appropriate person or governing body. Concerns or complaints about the performance of the Executive Director should be directed to the CLCS Board President.

The CLCS Board is the ultimate and final governing body of all CLCS schools. Please do not make complaints to the Alameda Unified School District. Such complaints will be directed back to the CLCS Executive Director for resolution via the normal Nea complaint resolution process.

Approved October 2015