



SCHOOL PROCESS FOR RESOLVING PARENT CONCERNS

Informal Process

The **first level** in resolving concerns and issues is to address them with the school staff member who is most closely and directly involved. Through a process of cooperative agreement, the individuals can usually reach a mutually effective resolution.

If the issue cannot be resolved at this level, the parent(s) should be referred to the school's administrative team or Family Coordinator.

The **second level** in resolving the concerns is to contact the principal. The principal will take into consideration the needs of all parties as well as all applicable LHA policies and procedures.

The administrator will confirm that a. the parent has attempted to resolve the issue or concern with the classroom teacher or other school-based staff member, when appropriate.

If the concern has not been resolved through the informal process, the parent may submit a written request for a formal meeting with the Regional Director.

Formal Process

The **first level in the formal process** is to request a meeting with the Regional Director in writing, outlining specific concerns by completing a Concern Form. *It is not appropriate to submit concerns through the LHA website "Contact Us" venue. Those concerns will be referred back to the Regional Director. Lenisha Broadway is the Regional Director and can be reached at: lbroadway@lighthouse-academies.org.*

The Regional Director will contact the parent within three school days to arrange a mutually agreed upon meeting date and time. The Regional Director will furnish the parent with a copy of this document that explains the formal process.

The Regional Director will formally document any agreements that are made at the meeting. The Regional Director will follow up the meeting by summarizing the outcome of the meeting, identifying areas of agreement, and laying out steps to address any issues still unresolved. This response will be sent within 5 school days from the date of the meeting.

If the concern has not been resolved through the Formal Process, the parent may contact the **Vice President, Dr. Phillis N. Anderson at pnicholsanderson@lighthouse-academies.org.**

