

# **ROBERT RUSSA MOTON CHARTER SCHOOL GRIEVANCE POLICY AND PROCEDURES FOR PARENTS**

All administrators, faculty and staff at Robert Russa Moton Charter School seek to create and maintain a teaching, learning and child-development environment in which school employees and parents and legal guardians work together as partners and as a “Community of Learners.” When parents and school employees freely communicate their perceptions, concerns and complaints about the education, safety and well being of children, everyone benefits from knowing that family members and school employees are guided by shared understandings and purposes.

## MANDATORY REPORTING OF WRONGFUL CONDUCT

Under state law and the governing board of this school, teachers, staff members, parents and guardians should immediately report illegal or wrongful conduct which includes, but is not limited to the following:

- Bullying (See Moton’s Anti-Bullying Policy posted on the school’s website)
- Guns, knives, dangerous objects
- Threats involving guns, knives, etc.
- Unwelcome sexual advances
- Improper touching or physical contact
- Verbal threats
- Fighting, wrestling or physical violence
- Taunting, constant or malicious teasing
- Sexually motivated physical conduct

As in every aspect of life and human interactions, there will be occasions when parents and guardians have concerns about the school’s learning program or organization, or perhaps about the way the school has managed a student’s behavior, or an issue(s) raised by parents/guardians. All parties can expect that concerns, problems or misunderstandings will arise from time to time. Consequently, Robert Russa Moton Charter School has adopted these guidelines for parents and guardians which outline a process for resolving such issues.

## THE RESOLUTION PROCESS

If a parent or legal guardian has a concern or complaint:

### ***Step 1 – Contact the teacher or staff member directly involved***

Contacting the employee who is directly involved enables the parent or guardian to gather information to get a fair and more complete picture of the action, situation or problem. The parent or guardian should call the school to make an appointment to discuss the matter in private without distractions. If the parent/guardian is unable to speak directly with the employee, ask school personnel in the Main Office to contact you when that employee is free from teaching and other duties. If you feel uncomfortable approaching the school employee, contact the

Principal or Assistant Principal who will assist you in establishing contact with the teacher or staff.<sup>1</sup>

***Step 2 – If the issue is not resolved at Step 1***

If the issue raised by the parent or guardian is not resolved after meeting with the teacher or staff member, call or make an appointment to meet with the Principal or Assistant Principal. Let them know the concern or complaint you wish to discuss as this will help facilitate the problem-solving process.

***Step 3 – If the issue remains unresolved***

If the parent or guardian is not satisfied with the outcome of the meeting, they should put their concern or complaint in writing to the Principal or Assistant Principal who will reconsider the problem or concern and send a written response to the parent or guardian.

***Step 4 – No satisfactory outcome at the school level***

If the concern or complaint is not resolved at the school level, the parent or guardian is free to ask members of the school's governing board to consider their concern or complaint after completing Steps 1, 2 and 3 and then sending a letter to the BOARD OF DIRECTORS for Robert Russa Moton Charter School, ATTN: Board President.

**IMPORTANT POINTS TO REMEMBER**

1. Throughout this process, it is important to maintain confidentiality, particularly if the issue concerns the performance of a teacher or staff member or sensitive issues regarding other students and their families. Breaches of confidentiality can be grounds for complaint by other students who are mentioned in the complaint.
2. Complaints are best managed when people concerned remain calm and courteous.
3. Throughout the process it is important that students receive the message that the school and the family are working together for their benefit.

*Board Approval: November 5, 2018, President Barbara Crain-Majors*

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<sup>1</sup> If the parent's concern involves the Principal or Assistant Principal, the parent or guardian