



City Neighbors Charter School Issue/Concern Communication Process

The purpose of the Issue/Concern Communication (ICC) process is to have school community members resolve issues in-house in a friendly and fair manner whenever possible. School community includes students, parents, teachers, applicant families, volunteers, advisors, community members, partners and collaborators. The following denotes the specific areas of responsibility where school matters are concerned:

Areas of Responsibility:

1. Classroom issues

If you have an issue with information provided to you by your Classroom Representative, please contact that person directly for clarification. If the rep cannot provide clarification, he/she will direct you to the person who can.

For an issue happening inside the classroom, whether instructional, recreational or behavioral, please discuss it with the teacher first. If the issue cannot be resolved, then contact the principal for assistance.

2. School-wide concerns

For a concern that relates to a school-wide issue (for example, an All School Presentation), please send an email or make an appointment to speak to the Principal.

3. Governing Board

For issues that relate to the overall governing of the school or any school policy, please contact the Director of Parent and Family Relations, or present the issue to the Board at a monthly Board meeting.

When there is a question or concern about an issue at school, please follow these guidelines in seeking resolution:

- 1) Make an appointment with the person(s) directly involved, or the person whose area of responsibility the issue involves (see below for Areas of Responsibility).
- 2) If the meeting did not resolve the issue, make an appointment with the Principal. When appropriate, the Principal may request the teacher, staff member, or other party to take part in the meeting.
- 3) If after a reasonable amount of time (not more than three weeks), the issue has not been sufficiently addressed, you may submit in writing a statement to the Board of Directors and the Principal. The person against whom the complaint is made will be given a copy of the written statement. The Principal and the

President of the Board will work with all parties to resolve the issue.

4) If the issue or complaint is against the Principal, bring the issue to the Principal's attention. If after a reasonable amount of time (not more than three weeks), the issue has not been sufficiently addressed, you may submit in writing a statement to the Board of Directors for resolution.

5) If the issue is a Board of Directors matter, please submit the concern in writing to the Director of Parent and Family Relations, and he/she will bring it to the Board and the appropriate director. You may also attend a Board meeting and speak during Public Comment.

