**Suggested language for parent handbook and could be posted as appropriate.**

**Parent-School Resolution of Issues PROCEDURE**

The relationship between the School and parents is intended to be one that is a friendly collaborating relationship. As with any two parties working together for a common purpose, issues may arise. An issue may arise between the parent and a practice or an event taking place within the school and persons served by the School. Issues of concern should be resolved on the lowest level with a verbal discussion between the parties involved; however, sometimes a resolution is not reached so there are additional steps one may choose to take, each in hopes to reach resolution.

STEP 1: Discuss the matter fully with the classroom teacher or with the employee the issue most directly involves.

STEP 2: If the matter cannot be resolved, discussion with the immediate supervisor (typically, this is the principal at the School as the principal is responsible for all school personnel). Note: If the matter concerns the principal the second step is to put the matter in writing to the principal.

STEP 3: If the matter cannot be resolved, the matter should be put in writing to the immediate supervisor (again, typically the principal). The supervisor will prepare a written response back to the person(s) in a timely manner. A written issue brought to the schools’ attention needs to include the following information: the nature of the concern, including whom the concern is directed against, any factual data (other than hearsay) which the parent deems appropriate, and specific recommendations for appropriate resolution of the issue.

STEP 4: If the matter has still not been resolved, the pastor would be the next level of authority. He acts in a reconciling capacity. The written documents from the previous steps should be shared with the pastor along with any additional information that took place after the written document was shared with the principal. The pastor may choose to consult with appropriate diocesan personnel to assist with the resolution process.

If the concern is in regards to a school policy, the Education Committee may be consulted with in regards to the policy in question. This policy review request is typically submitted to the school principal. The written request should include the policy concern and specific recommendations for altering the policy.

At every level and at all times, fair and amiable exchange must be maintained. All efforts should be made to solve the concerns through discussion and in a timely manner. Exceptions to this procedure include any incidents involving the physical or mental injury, sexual abuse, negligent treatment or maltreatment of a child. The issue may go directly to the source of authority the person expressing the complaint feels the most comfortable with. The school will contact the appropriate diocesan personnel and the appropriate legal authorities immediately.