



Parent Guidelines for Resolving Grievances

Parent complaints will be addressed in a timely and consistent fashion. Disagreements should be solved whenever possible among the people most closely involved while preserving positive relationships. Therefore, when parents have complaints or disagreements with any parties at International Community School, they should observe the following guidelines:

- If the complaint involves a situation in the classroom, parents should seek to resolve the issue with the classroom teacher or teacher assistant first, as is appropriate.
- If a student has a grievance, s/he should first discuss it with a parent; if the parent believes that the complaint has merit, it becomes a parent grievance and this policy applies.
- If a resolution with the classroom faculty is not possible, or if the complaint is with a school-wide policy or procedure, the parent should seek to resolve the issue with the Principal or the Assistant Principal.
- If resolution is not possible with any of the parties above, parents may submit complaints in writing to the Executive Director.
- If resolution is not possible with any of the parties above, parents may submit complaints in writing or sign up to address the Board of Directors at a regularly scheduled meeting.

Parents should also keep the following in mind when addressing a complaint to the Board of Directors:

- Complaints should be made in writing to the secretary of the board. This allows all parties involved to work from a consistent body of information. This is true even if the parent chooses to verbally address the Board.
- The Board of Directors, in general, will not address a complaint based on hearsay or made on behalf of another parent or family.
- The Board of Directors, in general, will not address a complaint if resolution with the appropriate individuals in Items #1 and #2 above has not yet been attempted in good faith.
- The Board of Directors will not address a complaint that is made anonymously.
- The Board of Directors, in general, will not address specific complaints about the performance of individual school employees. If such a complaint is brought in the public comment section at a public meeting, that parent will be asked to refrain from public comment and bring the matter to the Principal or to the Board member who has agreed to be a liaison for resolution of the grievance (the “Board grievance liaison”).



INTERNATIONAL COMMUNITY SCHOOL

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If the complaint concerns actions taken by the Principal that may constitute a violation of any law or school policy (this may include a failure to address behavior of an employee that violates either the law or school policy), then the issue should be brought to the attention of the Board grievance liaison. This person will facilitate setting up a hearing in an executive session before the full board where both sides may be heard. Care should be taken that other board members are not contacted by either side in the dispute. The Board grievance liaison will recuse him or herself at the actual hearing due to prior knowledge of the complaint.

This Grievance Policy is not designed to supersede or supplant federal law and parent rights under The Individuals with Disabilities Education Improvement Act of 2004 and the Family Educational Rights and Privacy Act (FERPA) as amended, 1996.

Staff