

ACLC Parent Concern or Complaint Resolution Process

General Principal for Concern or Complaint Resolution: Concerns and complaints should be resolved at the lowest level possible. In other words, complaints should first be brought to the adult with whom you are having the concern or problem. Parents should never attempt to resolve concerns or complaints between two or more learners at the school.

To figure out whom to direct your concern or complaint to, first consider into which category your concern or complaint falls and then follow the procedure outlined below:

- 1 Concerns or complaints with facilitator staff
- 2 Concerns or complaints with office staff
- 3 Concerns or complaints of a learner/learner nature
- 4 Concerns or complaints with administrative staff
- 5 Concerns or complaints with another ACLC parent
- 6 Concerns or complaints with school policy
- 7 Concerns or complaints that do not fall into any of these categories

Follow these pathways to resolution.

1. Concerns or complaints with facilitator staff

If it is a simple concern, try emailing the facilitator for a response. If you do not get an acknowledgement of your email within 2 school days, share your concern for the lack of response with ACLC's Lead Facilitator. If it is a more complex concern or complaint, email the facilitator and ask for an appointment with them after school to sit down and discuss your concern. Please do not bring up your concern when dropping off your child at the beginning of the day or try and catch the facilitator at any other time during the school day unless you have made an appointment with them. During the school day, facilitators are totally dedicated to teaching and supervising learners and should never be distracted from this most important task. If you have met personally with the facilitator with whom you have the concern and it has not been resolved, the next step would be to contact the Lead Facilitator, to inform him/her of your concern or complaint.

2. Concerns or complaints with office staff

The Lead Facilitator provides supervision of ACLC's office staff. If you have concerns about office staff interactions with your child or you, please first make those concerns known to them. If you still have concerns or complaints, notify the Lead Facilitator.

3. Concerns or complaints of a learner/learner nature

Parents should never try and resolve a learner/learner concern or complaint by approaching or talking to another parent's learner. Resolving such matters is the job of the school staff. If the concern relates to the 6-12 classroom, please contact the learner's facilitator. If the concern relates to non-classroom time at school (for

example, in the Community Room during Project Time) contact the Lead Facilitator.

4. Concerns or complaints with administrative staff

Concerns or complaints with ACLC's administrative staff should be resolved by requesting a face-to-face meeting with the Lead Facilitator. If you have had such a meeting with him/her and you feel your concerns and/or complaints have not been satisfactorily resolved, you may request a meeting with the CLCS Executive Director.

5. Concerns or complaints with another ACLC parent

Concerns or complaints about the behavior of another ACLC parent should be directed to the Lead Facilitator.

6. Concerns or complaints with school policy

The ACLC Governing Board makes school policy and the ACLC administration and its designees implement ACLC school policy. You should request a meeting with Lead Facilitator if you have concerns or complaints about the implementation of ACLC school policy. If that meeting does not resolve your concern, you may request a meeting with CLCS Executive Director. If that meeting does not resolve your concerns about the implementation of ACLC school policy, you should attend a meeting of the ACLC Governing Board and express your concerns during the public comments portion of the meeting.

7. Concerns or complaints that do not fall into any of these categories

Direct your concern or complaint to the CLCS Executive Director and s/he will direct your complaint to the appropriate person or governing body. Concerns or complaints about the performance of the Executive Director should be directed to the CLCS Board President.

The CLCS Board is the ultimate and final governing body of all CLCS schools. Please do not make complaints to the Alameda Unified School District. Such complaints will be referred back to the CLCS Executive Director to be resolved with the normal ACLC complaint resolution process.