**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. This means the adult you are having the concern or problem with. 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 which category your concern or complaint falls into 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 David Hoopes, ACLC 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 David Hoopes, ACLC Lead Facilitator, to inform him of your concern or complaint.

1. **Concerns or complaints with office staff**

ACLC Office Manager Rebecca Martinez is supervised by Lead Facilitator David Hoopes. If you have concerns with their 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 David Hoopes.

1. **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. This 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 David Hoopes, ACLC Lead Facilitator.

1. **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 David Hoopes. If you have had such a meeting with David and you feel your concerns and/or complaints have not been satisfactorily resolved, you may request a meeting with Paul Bentz, CLCS Executive Director.

1. **Concerns or complaints with another ACLC parent**

Concerns or complaints about the behavior of another ACLC parent should be directed to either David Hoopes.

1. **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 David Hoopes 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 Paul Bentz. If that meeting does not resolve your concerns about the implementation of ACLC school policy, you should attend a public meeting of the ACLC Governing Board and express your concerns during the public comments section of the meeting.

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

Direct your concern or complaint to Paul Bentz, CLCS Executive director and 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 Joan Uhler, 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 just be sent back to the CLCS Executive Director Paul Bentz to be resolved with the normal ACLC complaint resolution process.