



North Charleston Creative Arts Elementary School

Title I Suggestion/Complaint Procedures

North Charleston Creative Arts Elementary School is committed to open communication between school staff, parents, and the community. In order to reach our goal of educating all students, your input is valued. We are aware that disagreements may arise periodically. These disagreements need to be resolved in a timely fashion. The following procedures have been developed to handle suggestions and complaints dealing with Title I, programs, services, and staff members. All Title I suggestions and complaints are to be directed to our administration as described below.

Filing a suggestion or complaint (person with suggestion or complaint does the following):

1. Gather all information related to the suggestion or complaint.
2. Fill out the suggestion or complaint form. Remember being as specific as possible will help us to resolve the issue.
3. Submit the suggestion or complaint form to the main office in our Title I Suggestion/Complaint Box or you can also submit your suggestions/complaint by completing our Title I Suggestion/Complaint Google form located on our school website.

Response to this suggestion/complaint (administration and central office staff does the following):

1. The Parent Advocate will review the suggestion or complaint to set up a meeting with the Principal or Assistant Principal if needed.
2. The Parent Advocate will investigate and prepare a response to the suggestion or complaint within 48 hours of receiving the message.
3. If needed, the Parent Advocate will arrange a meeting within 5 working days after receipt of the suggestion or complaint with administration, the originators of the suggestion or complaint and any necessary school staff.