



## Resolving Issues at Benjamin Franklin Charter School

Benjamin Franklin Charter School (BFCS) is committed to providing a welcoming and positive school environment based on the following Core Values: *Practice and Emulate Virtue, Be Intellectually Curious, Have a Growth Mindset, Be Intentionally Positive, Promote Civility*

BFCS fosters an environment of learning and growth for all school community members. Communication and feedback are critical to the continuous improvement and success of the program. When reaching out with feedback or concerns, please remember to approach each situation with the intent to seek to understand and work toward constructive resolution. Communication that crosses the boundaries of civility into threatening or unkind behaviors will be terminated immediately. When communicating, please state your name, your child's name, contact information, and details about the specific issue you want to address, including possible solutions.

### Pathway to Resolution

If parents or students have concerns or constructive feedback about any part of the program, they are requested to communicate with the appropriate people in the following order and every effort will be made to resolve issues as soon as possible. Elevate any serious or urgent concerns, such as issues relating to student or staff safety, possible illegal activities, or emergencies directly to campus administration or the BFCS Central Office.

1	<b>Teachers</b>	<ul style="list-style-type: none"> <li>- Classroom Teachers</li> <li>- Exceptional Student Services Teachers</li> </ul>	Email or phone call. <i>Note: Teachers do not return calls and/or emails during instructional time.</i>
2	<b>Other Campus Support Personnel</b>	<ul style="list-style-type: none"> <li>- Academic Advisors</li> <li>- Exceptional Student Services Coordinators</li> </ul>	Email or call campus front office for direction.
3	<b>Campus Administration</b>	<ul style="list-style-type: none"> <li>- Principals</li> <li>- Assistant Principals</li> </ul>	Email or call campus front office for direction.
4	<b>BFCS Central Office</b>	<ul style="list-style-type: none"> <li>- Campus support staff</li> </ul>	Email or call.

### Benjamin Franklin Charter School Campus Contact Information

<b>Crismon Campus (Grades K-6)</b>	<b>Gilbert Campus (Grades K-6)</b>	<b>Power Campus (Grades K-6)</b>	<b>Benjamin Franklin High School (Grades 7-12)</b>	<b>Central Office</b>
22120 E. Queen Creek Rd. Queen Creek, AZ 85142 480-987-0722	1475 S. Val Vista Dr. Gilbert, AZ 85296 480-632-0722	22951 S. Power Rd. Queen Creek, AZ 85142 480-677-8400	18864 E. Germann Rd. Queen Creek, AZ 85142 480-558-1197	480-264-3710
<b><u>Campus Front Office Contact</u></b> <b>Administrative Assistant:</b> Abigail Klein aklein@bfcsaz.com	<b><u>Campus Front Office Contact</u></b> <b>Administrative Assistant:</b> Danna Macdonald dmacdonald@bfcsaz.com	<b><u>Campus Front Office Contact</u></b> <b>Administrative Assistant:</b> Tracey Waslefsky twaslefsky@bfcsaz.com	<b><u>Campus Front Office Contact</u></b> <b>Administrative Assistant:</b> Bianca Lombard blombard@bfcsaz.com	clarity@bfcsaz.com