



Caregiver Guide to Resolving a School Concern

(School Committee Policy KE)

Overview

As caregivers, your voice matters. We know that questions and concerns sometimes arise about your child's instruction, discipline, or learning materials. This guide was created to help you understand how to raise concerns and what to expect at each step of the process. It explains who to contact first, when and how to move a concern forward if it is not resolved, and the timelines for receiving a response. Our goal is to make sure that every concern is addressed respectfully, fairly, and as close to the classroom as possible—while also giving you a clear path to follow if further support is needed.

(Start Here)

Step 1 — Talk with the Teacher

Your role (caregiver):

- Contact the **teacher** by email, phone, or note to request a conversation.
- Share: student name, class, description of the concern, and what you hope will change.

Teacher's role:

- Listen, clarify what happened, explain expectations/materials, and propose solutions.
- Provide a courteous reply, as required by policy KE.

If not resolved:

Escalate to the **school building administrator**. Keep notes and email summaries to reference later.

Step 2 — Contact the School Building Administrator (Principal/AP)

Your role (caregiver):

- Email/call the **principal** (or assistant principal). Summarize your teacher conversation, the concern, and what you seek.
- Request a meeting if needed.

Administrator's role:

- Review the concern, meet with staff, and facilitate solutions that align with school policy.
- May arrange team meetings, adjustments, or mediation.

If not resolved:

Elevate the concern to the **Superintendent**. Provide documentation of prior steps.

Step 3 — File a Written Complaint with the Superintendent

Your role (caregiver):

- Submit your concern **in writing** to the Superintendent's Office. Include:
 - Your name and contact information
 - Student's school and grade
 - Description of the issue
 - What was attempted at Steps 1 & 2 (with dates and outcomes)
 - Copies of any notes/emails
 - The resolution you are seeking

Superintendent's role:

- Acknowledge receipt of your complaint in writing.
- **Review the complaint** by conferring with principals, teachers, or district staff.
- May arrange meetings, adjustments, or mediation.
- Provide a **written response with findings and next steps within at least 20 business days**.
 - This may include an immediate resolution, an explanation of why certain actions cannot be taken, or referral to other resources/policies.

If not resolved:

Notify the Superintendent you intend to bring the matter to the **School Committee**. Keep all written responses for submission.

Step 4 — Submit a Written Complaint to the School Committee

Per Policy KE, **before the Committee can investigate:**

- You must **provide your name** and **submit the complaint in writing**.
- If you **cannot write it**, alternative arrangements will be made to help you.

Your role (caregiver):

- Provide a written complaint with:
 - Your name and contact information
 - The issue and history (Steps 1–3 with documents)
 - The specific action or remedy you seek

School Committee’s role:

- The Committee will review whether the matter was properly addressed through the administrative process.
 - They may refer it back for additional administrative review or, if necessary, consider it at the governance level in alignment with policy KE.
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Quick Reference Table

Step	Who to Contact	What You Do	What They Do	If Not Resolved
1	Teacher	Raise concern, request solutions.	Listen, explain, problem-solve.	Move to Principal/AP.
2	Principal/AP	Share concern & Step 1 outcome.	Investigate, mediate, apply policy.	Move to Superintendent.
3	Superintendent (Written Complaint)	File a written complaint. Include prior steps, evidence, desired outcome.	Acknowledge receipt, investigate, respond in writing within at least 20 business days.	Submit to School Committee.
4	School Committee	Provide name & written complaint (or request support).	Determine next steps; may investigate or refer back.	Committee decision is final under policy.

Sample Written Email Complaint (Superintendent level)

Subject: Written Complaint – [Student Initials], [School/Grade]

From: [Your Name]

I am submitting a written complaint under Policy KE.

Issue: [Brief description]

Steps Taken:

- Step 1 (Teacher): [Dates/outcome]
- Step 2 (Principal/AP): [Dates/outcome]

Requested Resolution: [What you are asking for]

Thank you for acknowledging receipt of this complaint.