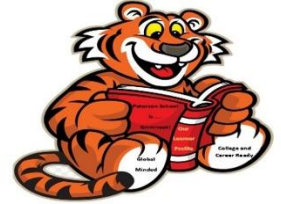




David Paterson School Mission Statement

The David Paterson School is committed to building partnerships with students, staff, parents, and the community to develop life-long learners. Through rigorous inquiry and empowerment, our learners will be equipped to become college and career ready and exemplify attributes and skills of a 21st century global citizen.



Family Feedback and Concerns Policy (Grades K–6)

Purpose

At David Paterson School, we foster a caring and inclusive learning environment where all voices are valued. We believe that strong partnerships between families and schools are essential to each child's success. This policy outlines how families can share feedback or raise concerns regarding classroom experiences, school operations, or the implementation of the IB Primary Years Programme (PYP).

We are committed to addressing all matters in a **fair, respectful, and timely manner**, consistent with the **IB Learner Profile** and our school's values of empathy, open-mindedness, and integrity. Our goal is to work collaboratively to understand concerns and resolve them constructively—always with the student's well-being and safety at the center.

Scope

This policy applies to concerns from parents, legal guardians, and students related to:

- Classroom matters (behavior, procedures, grading, communication)
 - Curriculum or instruction (content, materials, assessments)
 - Implementation of the IB PYP or other academic programs
 - General school-related issues involving teaching, learning, or operations
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Guiding Principles

1. **Respect and Understanding:** All concerns are approached with empathy and a genuine desire to understand perspectives.
 2. **Collaboration:** Solutions are sought through partnership among families, teachers, and administrators.
 3. **Timeliness:** Concerns are addressed promptly, with clear communication at each step.
 4. **Confidentiality and Safety:** Information is handled sensitively, with privacy respected. Concerns involving potential harm to students are treated with urgency and care.
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Procedures for Grades K–6

Step 1: Classroom Teacher

Families are encouraged to first share concerns directly with the **classroom teacher**. Most issues—such as classroom behavior, grading, or instructional practices—can be resolved through open and respectful communication.

Step 2: Assistant Principal

If the concern is not resolved at the classroom level, families may contact the **Assistant Principal** for additional support and mediation.

Step 3: Principal

If the matter remains unresolved, the **Principal** will review the situation, meet with relevant parties, and provide a response and resolution plan.

Step 4: Director of Content Concern / Assistant Superintendent

If additional review is needed, the concern may be escalated to **Mr. Brown, Assistant Superintendent for Curriculum and Instruction**, who will ensure that all steps were followed appropriately and that the concern has been reviewed fairly.

Step 5: Superintendent of Schools

If all prior steps have been exhausted and the concern remains unresolved, families may bring the matter to **Mr. Gary Rush, Superintendent of Schools**, for final review.

Safety and Incident Reporting

If a situation involves **physical harm or potential harm to a student**, families should:

- **Immediately contact the school nurse** to ensure the student's health and safety.
- **File a formal incident report** with the school office or administrator.

The school will take all necessary steps to ensure student safety, consistent with **district policy, mandated reporting laws, and applicable state and federal regulations**. The district reserves the right to investigate any matter to ensure compliance with legal and ethical standards and to safeguard all members of the school community.

IB PYP-Specific Concerns

For matters related specifically to the **implementation of the IB Primary Years Programme (PYP)**, families may contact the **PYP Coordinator** as part of the process above.

Procedure:

- **Step 1: Informal Resolution** – Families are encouraged to first discuss concerns directly with the relevant teacher or staff member to seek a collaborative solution.
 - **Step 2: Formal Concern Submission** – If not resolved informally, a written concern may be submitted to the **PYP Coordinator** or **Principal**. The school will acknowledge receipt within **three (3) school days** and begin a prompt review.
 - **Step 3: Outcome** – A written response will be provided within **ten (10) school days**, outlining findings and any actions taken to address the concern.
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Communication and Accessibility

This policy is provided to all **new families during registration and orientation**, is **published on the school website**, and is **included in the annual Student and Family Handbook**. Families are encouraged to review it regularly and reach out to school leaders with any questions or suggestions for improvement.

Commitment to Continuous Improvement

We view family feedback as an opportunity for reflection and growth. Every conversation helps us strengthen our practices, build trust, and create a school community where all children feel supported, respected, and inspired to thrive.