



Mark Twain Elementary

Houston TX

Complaint Procedures

Mark Twain Practice

We have an open-door policy that invites communication among all stakeholders. To encourage this, we demonstrate our availability in multiple ways – morning greetings, dismissal greetings, parent coffees, digital, face-to-face and paper copy announcements, 24-hour email response expectation, parent-teacher conferences, and easy access to administrators.

Upon hearing a complaint, we act immediately and investigate by listening and taking notes, with the goal to resolve the situation close at hand, at the campus level. If resolution is not met at this stage, we reach out to direct supervisors and follow District policy.

District Policy

The Houston Independent School District Parent and Community Assistance Office is responsible for providing parents and community members with assistance in addressing concerns, issues, and conflicts. Our parent liaisons are available to listen to concerns and help to resolve them through the proper district policies, procedures, and personnel. Our ultimate goal is to foster a strong partnership between the home and the school.

When you have a concern about a school policy or employee, follow the steps outlined here to resolve the issue in a productive and positive manner.

- *Contact the person you have a complaint about and discuss the issue.*
- *If the problem persists, contact the principal.*
- *If still unresolved, contact the Parent Community Assistance Office at (713) 556-7121 or at ParentAssistance@houstonisd.org*
- *Allow 48-72 business hours after reporting your complaint, for updates.*

<https://tea.texas.gov/about-tea/contact-us/complaints-and-investigations>