



Lady's Island Middle School – A Medical Magnet

Proud to be Title I

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Parent Complaint Policy and Procedure

At Lady's Island Middle School, we value open communication and believe that addressing parent concerns and complaints in a timely and respectful manner is essential for maintaining a positive and collaborative learning environment. This policy outlines the procedures for processing parent complaints, ensuring fairness, transparency, and resolution.

Definition of a Parent Complaint:

A parent complaint is a formal expression of dissatisfaction or concern raised by a parent or legal guardian regarding any aspect of the school's operations, policies, procedures, staff conduct, or the well-being of a student.

Informal Resolution:

Before initiating a formal complaint process, the school encourages parents to seek informal resolution by communicating directly with the relevant staff member, teacher, or administrator involved in the issue. Most concerns can be resolved promptly through open dialogue and understanding.

Filing a Formal Complaint

If an informal resolution is not satisfactory or the parent prefers to file a formal complaint, they must adhere to the following procedure:

- a) Written Complaint: The parent or legal guardian must submit a written complaint detailing the nature of the issue, the individuals involved, any relevant dates, and steps taken towards informal resolution.
- b) Submission: The written complaint should be submitted either via email or in hard copy to the principal's office.
- c) Timeframe: The complaint should be submitted within 5 days of the incident or knowledge of the matter, to ensure timely and accurate investigation.

Receipt and Acknowledgment:

Upon receiving the formal complaint, the school administration will acknowledge receipt within five business days. The acknowledgment will include information about the expected timeline for resolution.

Investigation:

The principal or an appointed designee will initiate a thorough investigation into the complaint. This may involve interviews with involved parties, gathering relevant documents, and conducting any necessary research to gain a comprehensive understanding of the issue.