Formal Parent/Guardian Concern Process

When concerns arise, parents and guardians are encouraged to direct their concerns to the persons most closely involved, usually the classroom teacher first, then administration. However, when an informal process fails to provide resolution, a parent may file a formal complaint and seek review at a higher administrative level. In both processes, the intent is to protect confidentiality and preserve the dignity of everyone involved and use a solutions-oriented problem solving process. Concerns may be submitted by parents, guardians, custodial parents, or students.

Level 1: *Informal* Process – School Level

1. The first step is to address the concern or issue with the school staff member who is most directly involved (i.e. teacher, support staff, office staff, administrators, etc.) to reach a mutually agreed-upon resolution. a. If the concern directly involves the Principal, the parent may contact the Executive Director.

2. If the initial attempt to resolve the issue is not satisfactory, the next step is to contact the Principal.

a. The Principal will confirm that the parent has attempted to resolve the issue or concern with the classroom teacher or other school-based staff member, when appropriate.

b. The Principal will provide an initial/preliminary response to the parent within two (2) school days, and provide a response/decision or an explanation for additional time needed to investigate within a maximum of ten (10) school days.

i. If the concern directly involves the Principal and requires the involvement of the Executive Director, the Principal will assist the parent in accessing the appropriate office and provide a synopsis of the concern to that office.

ii. The Executive Director will respond to the parent as soon as possible but within a maximum of ten (10) school days.

Level 2: *Formal* Process – School Level

1. Parents who are not satisfied with a resolution proposed by the Principal during the Level 1 Informal Process may address the complaint through the Level 2 Formal Process:

a. The parent should submit a summary of their concerns to the Executive Director

in writing.
b. The Executive Director will schedule a meeting with the parent within (5) school days.
c. The Executive Director will document areas of agreement and identify steps to address any unresolved issues, and will send the response to the parent within (10) school days.
2. If a concern cannot be resolved reasonably within (10) days, the Executive Director may extend the time for up to (10) additional days, and will notify the parent in writing. 3. If the parent's request is denied, the Executive Director must also forward a copy of the written complaint to the Chair of the Board or Directors. Parents are advised to keep a copy of their written complaint for their own records.
a. The Chair of the Board or Directors will contact the parent within (5) school days to schedule a meeting with the parent and the Principal b. If the parent chooses not to meet with the Principal, the parent should provide a written explanation to the Chair of the Board or Directors c. The Chair of the Board or Directors will gather information from the Principal, which may delay a timely resolution.

Level 3: *Formal* Process – Chicago Public School Central Office Review

1. If the issue is not resolved to the parent's satisfaction, or if it directly involves the Chair of the Board or Director, the parent may contact the Chicago Public School Central Office to review the concern. Contact information for the Chicago Public Schools Central Office may be found at https://cps.edu/ParentSupportCenters/Pages/PSC.aspx.

Below is the contact information of all members stated above:

Principal: Karem Gomez, kgomez@eriecharterschool.org

Assistant Principal: Aimee Frantzen, afrantzen@eriecharterschool.org

Board of Directors: Sarah Airola (Board President)
erieboard@eriecharterschool.org

Chicago Public Schools (Central Office): (773) 553-100