

HOW TO HANDLE A CONCERN, ISSUE, GRIEVENCE OR COMPLAINT

Please follow these steps to have issues, concerns or problems addressed:

- 1) ***Talk to your child's teacher or coach!*** We want to know how things are going. Of course, if you have a concern, PLEASE let your teacher or coach know right away! Don't wait until the problem is a huge issue. Many times, small issue can be kept small by discussing the situation as they arise. If things are going well, or if your child is having success, let your child's teacher or coach know that as well!
- 2) ***If you feel that the matter is not resolved, then contact your child's Guidance Counselor, Principal or Athletic Director.*** These people can be a great resource to you, whether it is an academic or athletic concern. These individuals are trained in conflict resolution and can help obtain a positive outcome. Understanding of a situation is always the goal; agreement is not always possible. One thing is certain- Everyone wants what is in the best interest of the student.
- 3) ***If you feel that the matter is still not resolved, then contact the Superintendent of Schools.*** The Superintendent will review the situation and then look to policy. The goal at Alburnett CSD is to allow policy to guide practice. That way, fair and consistent action occurs. Each situation is unique and should be judged on its own merits. Policies are written to be comprehensive enough to cover a wide range of situations, but specific enough to provide real guidance.
- 4) ***Finally, if you still feel there is an issue, contact a board member.*** These people are volunteers who have chosen to serve their community. This is a difficult job, and often times unpopular, but these people work closely with the Superintendent to develop and review POLICY for the smooth and efficient operation of a school.

Conflict is how an organization grows! By following these steps or "chain," then a concern may be addressed efficiently, effectively, and appropriately.

Sincerely,

Tom Stewart, Ed.S.
Secondary Principal