

Channels of Communication Regarding Issues or Concerns

Rationale:

It is the goal of the Suzuki Charter School Society to ensure the most enriching atmosphere and learning experiences are promoted and maintained at the Suzuki Charter School. The following protocol has been established to facilitate effective and constructive resolution of concerns and problems.

Protocol:

In the event that a parent experiences any concern the proper procedure is as follows:

- The parent should discuss the problem with the adult involved.
- If the parent feels the problem has not been dealt with effectively, the parent may then write to the principal. The principal will then try to find a way of solving the problem. The principal will update the parent with a written report.
- If satisfaction still has not been reached the principal will inform the superintendent to facilitate and advise.
- Problems that have not been resolved with intervention from the superintendent should be forwarded to the Board. The parent can submit a written statement of the nature and particulars of the dispute to the chairperson or the Board of Directors. The written statement shall include full particulars of the concern including any material that they feel relevant to the concern.
- The Board of Directors shall discuss the concern, in a regular or special meeting of the Board of Directors, and shall decide on the disposition of the concern.