

8.4 PARENT CONCERNS

Parents/guardians may occasionally have a concern in regard to a particular aspect of the school. Open and honest communication between parents and the school is welcomed and encouraged. In order for the staff of Vanguard Academy to best meet the needs of the student and the school, parents are asked to adhere to the following procedure when addressing concerns:

1. Begin by first addressing the concern with the teacher or individual with whom the concern is directly related, or person most able to address the concern, and no one else.
2. If the teacher or individual is not able to resolve the concern to the parents' satisfaction, the concern should then be addressed with the appropriate Administrator, according to the Vanguard Academy Organizational Chart. This chart can be found on the school's website.
3. If the appropriate Administrator cannot resolve the issue satisfactorily, the concerns should then be addressed with the Director.
4. If a parent/guardian does not feel their concern has been resolved after taking the above steps, they may bring their concern to the parent liaison member of the Board of Directors via e-mail or telephone. The parent liaison will provide assistance with resolution and may bring the matter to the attention of the Board of Directors, if necessary.
5. If the concern still persists beyond these steps, a Confidential Review of Concerns form may be filled out and be submitted to the Chair of the Board of Directors. This form is confidential, not anonymous. Parents may choose to either present their case directly to the Board of Directors or have the case presented on their behalf by the Chair of the Board of Directors. The Board of Directors will respond as quickly as circumstances dictate, not to exceed 45 days. The Confidential Review of Concerns form can be found on the school's website, as well as in the front office of the school.

Approved: 9/9/2015