
Grievance and Complaint Procedures for Parents and Students

REV. 9/2020 (reviewed 7/2022)

St. Coletta School wants to ensure that there is open communication and a way for all parents and students to express their opinion, provide feedback, have input on the school program, and voice their concerns in a productive manner. We strive to collaboratively work together and resolve complaints so that it best meets the needs of our students and their families.

Procedure

1. The first point of communication would be with the classroom teacher and/or therapist as it relates to daily school activities and programming. The parent/guardian should send in a note in the student's daily communication notebook or email the teacher to schedule a meeting to discuss their concern.
2. If the concern is not resolved at this level, the parent/guardian should contact the assistant principal for their child's age group to schedule a meeting to discuss their concerns. In addition, if the concern regards the immediate health and/or safety of a student, the assistant principal and/or principal may be contacted directly.
3. If the parent/guardian is still not satisfied with the response to their concern, they should call and schedule an appointment with the school principal. The school principal may also be contacted if an assistant principal is not able to be reached and the grievance is concerning a student's immediate health and/or safety.
4. If the concern is related to school policy and/or management, the school principal should be the first point of contact.
5. If all other methods of resolving a grievance have been unsuccessful, the parent/guardian should call to leave a message for the St. Coletta charter school board to schedule a meeting. A message for the charter school board can be left at (202)350-8680 ext. 1001.