

Policy:

St. Coletta School is committed to fostering open, respectful communication with families. We believe that collaboration between school staff and parents is key to creating a positive and supportive environment for all students. Our goal is to address concerns and feedback constructively to ensure the best outcomes for our students and their families.

Procedure:**1. Initial Contact – Classroom Teacher/Therapist:**

For matters related to daily activities, classroom instruction, or therapy services, families should first reach out to the student's teacher or therapist. This can be done by writing a note in the student's daily communication notebook or by emailing the staff member directly to set up a meeting.

2. Next Level – Assistant Principal:

If the concern remains unresolved, parents/guardians are encouraged to contact the assistant principal. If the issue involves a student's immediate health or safety, the assistant principal or principal may be contacted directly to address the matter promptly.

3. Escalation – School Principal:

Should the issue persist after speaking with the assistant principal, parents may request a meeting with the school principal. The principal is also the appropriate contact if the assistant principal is unavailable and the concern is urgent or related to student well-being.

4. School Policy & Management Issues:

Any concerns related to broader school policies or administrative decisions should be brought directly to the attention of the school principal.

5. Final Step – Charter School Board:

If all prior efforts to resolve the concern have been exhausted, parents may reach out to the St. Coletta charter school board to request a meeting. Messages can be left for the board at (202) 350-8680 ext. 1001.