

1102 Concerns and Complaints

The Sussex Academy of Arts & Sciences is committed to providing effective means for parents and community to voice concerns and complaints. We strive to work collaboratively inside and outside of our school. Therefore, it is our desire to resolve concerns and complaints whenever possible as expeditiously as possible. To that end, concerns and complaints should be addressed in the following manner:

1. The concern or complaint should be received and addressed at the level closest to which the concern or complaint originated. For example, a concern or complaint regarding a classroom should be heard first by the teacher; a concern or complaint regarding a bus should be heard first by the bus driver; a concern or complaint regarding a team should be heard by the team leader. Therefore, the proper channel for addressing complaints is as follows:

Classroom: Teacher → Team Leader → Executive Director → Executive Board

Bus: Bus Driver → Transportation Coordinator → Executive Director → Executive Board

Team: Team Leader → Executive Director → Executive Board

Executive Director: Executive Board

2. Any staff member receiving a concern or complaint should make sure that the concern or complaint has been appropriately referred and assist the complainant by identifying appropriate personnel
3. Once appropriately referred, if the concern or complaint is not satisfied with the response to the complaint, the complainant should be informed of the options for further review of the complaint.
4. In general, complaints may be taken to the Executive Board if there is a reason to believe that a policy, regulation, or law has been violated, misconstrued, or misapplied relative to an individual student. Other, non-policy issues are the responsibility of the professional staff and are not part of the complaint procedure. The Executive Board will hear only those complaints that are put in writing and submitted to the Executive Director who will forward to the Board. The complainant shall use the Complaint Procedure for Parent Access to the Executive Board.
5. All meetings conducted pursuant to this policy will be private.