

Process for Addressing Parent Concerns/Complaints

We are guided in our work at Cascade Ridge Elementary School by *Our Founding Beliefs & Guiding Principles* and our *Issaquah School District's School Board Policies*. Our process for addressing and resolving parent concerns and complaints is based upon these two documents and our belief that we will create and sustain an **atmosphere of trust, respect and productivity** in a safe and nurturing environment, when we all agree to follow our process and **work directly with the person with whom we have a concern.**


Our *Founding Beliefs and Guiding Principles* state:


All of us – staff, students, and parents - will be respectful in all verbal and nonverbal communications to foster collaboration, compassion, problem solving, and resolution.


- We will communicate openly and actively with all our constituencies.
- Courtesy, humor, flexibility and compassion will characterize how we interact with one another daily.
- We will listen well, be timely, maintain confidentiality, and respect various points of view in all our communications.
- Policies and procedures will be communicated clearly and directly.
- Communication about issues or concerns will take place among those directly involved only, with the intent to reach resolution.
- All building and district policies and procedures will provide the objective framework we follow for resolving issues, e.g., student placement, discipline, and personnel issues.



Our **Issaquah School District Policy 4312** sets forth the process for resolving parents' concerns/complaints:

 **Step 1** First the parent shall be required to meet with and attempt to resolve the concern with the individual staff member. All parties will participate in the meeting following and in the spirit of our guiding principles set forth above. We encourage our staff and parents to document the concern and strategies agreed upon in a written plan during the meeting. Other staff members agree not to participate in conversations with parents about concerns they may have about a staff member(s) without the staff member (s) present and will direct parents to follow our building process set forth herein.

 **Step 2** If the staff member and parent have not resolved the concern or if the plan agreed upon is not resolving the concern, either party may request a meeting with the principal. The meeting will include the principal and all parties involved.

 **Step 3** If the problem is not resolved to the parent's satisfaction after Step 2, the parent must then put the complaint in writing on the District Parent Complaint Form 4312F and present it to the building principal. The process will from this point forward follow each of the steps and time-lines set forth in the Issaquah School District Policy 4312.

