

Achievement First Complaint Policy

(Excerpted from the 2020-21 Family Handbook Addendum 1-10 A005) If you have a concern about a school or policy, we value your input and encourage you to contact the appropriate staff member at the school.

Procedures for Addressing Concerns

Step 1: Contact Staff Member Involved: If a parent has an issue or concern, the first step towards resolving the issue will be to contact the staff member involved by phone or email. The parent should call the school's front desk to obtain contact information. The staff member and the parent will then set up a meeting to discuss the issue either on the phone or in-person and work

Achievement First Complaint Policy

(Excerpted from the 2020-21 Family Handbook Addendum)

Achievement First Complaint Policy

(Excerpted from the 2020-21 Family Handbook Addendum)

effectively communicated to each family fairly and consistently.



The process described above is designed so that families can speak with the staff members who are most directly involved with the situation. Usually, this is the best way to resolve a concern or complaint because staff members can more quickly and efficiently address family concerns. *Parents do have the right, however, to submit concerns directly to the Board or to the authorizer. In this case, the Board will determine whether the complaint alleges a violation of the law or of the charter. If it does not, the Board will generally direct the parent back to the school level.*

Grievances Related to Discrimination Issues

Achievement First does not condone or tolerate discrimination on the basis of race, color, national origin, sex, sexual orientation or disability in admission or access to, or treatment, or employment in its programs or activities. Families have the right, therefore, to file a formal grievance if they believe that AF has violated a discrimination law (including Section 504, Title IX, and Title VI). The grievance procedure for discrimination issues is included in **Appendix D – How to File a Grievance about Discrimination** – please review it carefully. As noted in Appendix D, the Special Services Coordinator, is the Title VII, Title IX and Section 504 Coordinator and may be contacted via their school email address and main office phone. The purpose of this formal grievance procedure is to provide a simple and accessible process to address problems and claims of discrimination based on race, color, national origin, sex, sexual orientation or disability. The Special Services Coordinator may designate the resolution of certain grievances to other appropriate school staff members.