Parent identifies concern with teacher

1. Parent identifies concern with teacher
   - Parent brings concern to teacher

2. Parent brings concern to teacher
   - If no resolution with teacher, parent brings concern with documentation to principal.

3. If no resolution or satisfaction with response, parent brings concern with documentation to the Office of Family Voice (OFV).
   - OFV or school principal contacts parent to attempt to resolve issue.

4. Parent identifies concern involving school staff other than child’s teacher, an incident that occurred, or a common practice or school rule.
   - Parent brings concern to principal

5. Principal investigates & determines appropriate course of action.
   - Principal brings concern to OFV

6. OFV records concern and contacts principal to attempt to resolve or gain improved understanding of the concern and response.
   - OFV or school principal contacts parent to attempt to resolve issue.

7. If unable to achieve satisfaction, OFV takes concern to Area Team Asst. Supt.
   - Asst. Supt. or Exec. Dir. contacts principal to review concern and response.

8. If parent is unsatisfied with the response from the Area Team supervisor, they will request contact by the Deputy Supt.
   - Asst. Supt. or Exec. Dir. contacts parent with assessment of the response to the concern and if a modification to the response is necessary.

   - Deputy Supt. reviews and assesses the concern and subsequent responses.

10. If parent is unsatisfied with the response from the Deputy Supt., Office of Family Voice (OFV) or school principal contacts parent to attempt to resolve issue.

11. Resolution

12. Deputy Supt. reviews and assesses the concern and subsequent responses.

13. Office of Family Voice (OFV) takes concern to Area Team Asst. Supt.

14. If unable to achieve satisfaction, OFV takes concern to Area Team Asst. Supt.

15. Asst. Supt. or Exec. Dir. contacts principal to review concern and response.

16. Asst. Supt. or Exec. Dir. contacts parent with assessment of the response to the concern and if a modification to the response is necessary.

17. Resolution