

## Complaint Procedure

During the course of the year, occasional misunderstandings or problems arise between a teacher and student, teacher and parent, parent and school, or any of several problem areas. This is often the result of a lack of communication between those involved.

The school's policy for dealing with these situations is mentioned below. This policy is consistent with the teachings found in Matthew 18:15-20: "If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that every matter may be established by the testimony of two or three witnesses. If he refuses to listen even to the church, treat him as you would a pagan or a tax collector. I tell you the truth, whatever you bind on earth will be loosed in heaven. Again, I tell you that if two of you on earth agree about anything you ask for, it will be done for you; by My Father in heaven. For where two or three come together in My Name, there I am with them."

1. All questions, problems, or complaints should first be brought directly to the teacher before anyone else is involved.
2. If the situation is not cleared up at this level through direct contact, it should then be brought to the principal.
3. If the problem is still not solved at this level, and the parent wishes to bring a grievance before the board, the parent must fill out a grievance form and submit to the principal. The principal will then take the grievance to the board. This form must be filled out and returned to the principal at least one week before the scheduled bimonthly board meeting. The school board is the final level of appeal.