

COMPLAINT/GRIEVANCE PROCEDURE

From the LFCA Family Handbook:

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 possible areas. This is often the result of a lack of communication between those involved.

LFCA's policy for dealing with these situations is outlined below. This policy is consistent with the teachings found in Matthew 18:15-20. Please use these steps before resorting to social media:

- All questions, problems, or complaints should first be taken directly to the teacher before anyone else is involved.
- If the situation is not cleared up at this level through direct contact, it should then be taken to the Principal.
- If the problem is still not solved at this level, and the parent wishes to bring a grievance before the School Board, the parent must fill out a Grievance Statement Form and submit it to the Principal. The Principal will then take the grievance before the Board. This form must be filled out and returned to the Principal at least one week before the scheduled bi-monthly board meeting.
- The School Board is the final level of appeal.

The Grievance Statement Form is on the next page.

