NEW LOS ANGELES MIDDLE SCHOOL

Parent Concerns Policy

New Los Angeles Charter Schools has an open door policy for all stakeholders, and we are happy to hear your questions and concerns and respond to the best of our ability.

Whenever possible, we ask that parents begin by speaking with the teacher to address questions and concerns. Not only does this generally lead to the most productive solution, but it also strengthens the parent/teacher connection.

However, if parents feel that they have not successfully resolved a question or concern with a teacher/staff member, we encourage you to fill out a Parent Concern Form, found at the end of this document or in hard copy in the Main Office.

Generally, we ask that parents follow the procedures below to resolve your concern:

Academic/Instructional:

1. Talk to the ***teacher*** first.
2. If the question/concern is not resolved with the teacher, make an appointment with ***Mr. Wright, our Principal.***

Behavior/Discipline:

1. Talk to the ***teacher*** first.
2. If the question/concern is not resolved with the teacher, make an appointment with ***Ms. Gonzalez, our Assistant Principal***.
3. If the question/concern is not resolved with the Assistant Principal, make an appointment with ***Mr. Wright, our Principal.***

Special Education:

1. Talk to the ***RSP teacher*** first.
2. If the question/concern is not resolved, make an appointment with ***Ms. Smith, our Director of Special Education.***
3. If the question/concern is not resolved with Ms. Smith, make an appointment with ***Mr. Wright, our Principal.***

Operations/Facilities:

1. Talk to ***Ms. Caceres*** first in the main office.
2. If the question/concern is not resolved with Ms. Caceres, make an appointment with ***Dr. Lira, our Chief Operations Officer.***

3. If the question/concern is not resolved with Dr. Lira, make an appointment with ***Mr. Wright, our Principal.***

Should parents continue to have questions or concerns after speaking with the Principal, they may seek an appointment with ***Ms. O'Brien, our Chief of Schools***.

Should parents continue to have questions or concerns after speaking with the Head of Schools, they may seek an appointment with ***Dr. Rios, our Chief Executive Officer.***

If none of our staff members have been able to successfully assist you, we encourage you to reach out via email to our ***Board Chair, Jonathan Lopez***, at jlopez@newlosangeles.org, or by requesting an appointment with Dr. Lopez through our Main Office.

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Parent Concerns Form

Dear Parent: Please share the specifics of your concern below.

Today's Date: _____

Name of Student: _____

Name of Parent: _____
Parent Contact Information:
Cell:_____ Email: _____

Relevant dates relating to the issue: _____

Location of Issue: _____

Mark the category of the complaint: ___ Academic ___ Behavior ___ Special Education
___ Facilities ___Other: _____

Please write a brief description of the issue:

_____

_____

_____

What next steps are you suggesting?

_____

_____

_____

Parent Signature: _____ Date: _____

To the Parent/Guardian: The appropriate staff member will follow up on your concern and will get back to you within 10 business days with a progress report on our resolution of the incident/issue. Please see our Parent Concerns Policy for a full description of our process for resolving parent concerns, should you have any questions. Thank you for your patience as we investigate your concern.
Sincerely, New LA Charter Staff