



PATHWAY FOR COMMUNICATION & CONCERNS

Purpose:

This document was created to provide a clear process and pathway for parents, students, staff and community members to communicate and/or share concerns with Mount Carmel Guild Academy to reach a resolution in a candid, cooperative and timely manner.

Our guiding principles regarding communications and concerns:

- Communications are brought forth and dealt with in a courteous, respectful and constructive manner by all parties involved.
- The best communications come from parents, students and/or community members working collaboratively with MCGA School staff.
- Concerns and complaints are best addressed at the earliest signs of problems and best resolved in a timely manner with the individuals who are as close to the source of the concern or complaint.
- Concerns of complaints are best addressed by phone, email, Zoom or by setting up an in-person meeting where possible. The process should begin with an e-mail at the appropriate contact level (see page 3) that outlines the context of the concern or complaint.
- The identity of those who have brought forth any concerns and/or complaints will always be kept confidential from students, parents, and outside community members. However, certain topics may require collaboration or support. Disclosure to other employees and/or team members will be up to the professional discretion of the administrative staff.
- An individual's concern will be given respectful attention while also considering the needs of the student(s), the needs of the school community as a whole, while upholding the integrity of MCGA's mission and vision.

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Every effort should be made by all parties to communicate and resolve any concerns at the first level of the process.

LEVEL 1: When a parent, student or community member needs to communicate with the school and/or has a concern or complaint, the first step is to raise the issue with school employee (see guide on page 3) The employee involved (teacher, counselor, specialty staff, nurse and/or admin staff) must make every effort to follow up with the individual regarding the concern or complaint in a timely manner. Please allow 24 hours on school/business days for a response. (Please note, teachers and other school employees are not available on weekends and school holidays).

LEVEL 2 & 3:

If a resolution is not reached at LEVEL 1, the individual may then direct the concerns or complaints to LEVEL 2 followed by LEVEL 3 via e-mail the administrative team will make every effort to discuss with individuals and address and resolve concerns by phone, Zoom or e-mail in a timely manner.

LEVEL 4:

In **grave** circumstances and if the matter can not be resolved after working through levels 1-3 the individual can choose to present their concerns to administration and request an in-person meeting with all the individuals involved. Administration shall communicate and document their decision on the resolution of concern or complaint.

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Communication Category	Contact LEVEL 1	Contact LEVEL 2	Contact LEVEL 3	Contact LEVEL 4
*Teacher-student relations. *Behavioral supports *Classroom Management or teaching style. *Peer to Peer relations. *Academic or extra supports *Minor safety/health concerns *Report cards IEP's	Teacher, counselor, nurse and/or specialty/certified staff where applicable.	Mr. Bourne Dean of Students	Mrs. Cruz Principal	All Administrative Staff/Board
*Admissions *Referrals *Waitlist *Class Lists *Attendance/absences *School applications	Admin. Office Staff: Ms. Rivera Ms. Flores	Mr. Bourne Dean of Students	Mrs. Cruz Principal	
*Medical Documentation *Changes to medication	Nurse on Duty	Assigned Counselor	Mrs. Cruz Principal	
*Transportation Issues	Admin. Office Staff: Ms. Rivera Ms. Flores	Mr. Bourne Dean of Students	Mrs. Cruz Principal	
*School Security *Fire Safety Drills	School Fire Marshalls	Mr. Bourne Dean of Students	Mrs. Cruz Principal	
*Crisis Intervention	Counseling Staff	Mr. Bourne Dean of Students	Mrs. Cruz Principal	

