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*Angela-Johnson Williams
Principal*

Parents and guardians enjoy great relationships with their student's teachers, principals, and other professionals at school. But sometimes questions or concerns arise. The process below addresses PECS's open door policy which invites parents to share their questions, concerns, suggestions or complaints with someone who can address them properly.

Goal: To provide a means for parents or community members to bring concerns to the attention of Providence Englewood School and to seek resolution within the school's range of responsibilities.

Policy: In a timely manner, parents are encouraged to resolve concerns/issues with the personnel member(s) with whom the issue occurred or who would have responsibility for the area of concern. Normally, the parent works with his/her teacher or their supervisor in an informal manner to quickly reach a satisfactory resolution to the concern or issue. It is recognized, however, that more serious concerns must be addressed in a formal manner. The procedures below outline the steps in the formal resolution process.

Process: The formal process is available to parents of Providence Englewood Charter School and community members and is implemented when an issue or concern is not resolved with a PECS employee or when the issue is of an extremely serious nature.

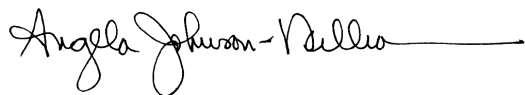
Procedures: The concern can be made in writing via an email or letter that is signed and dated by the individual submitting to formal resolution. The written concern must describe the nature of the concern and the circumstances giving rise to the concern. It must also specify the resolution sought by the parent or community member. The concern is to be presented to the Academic Dean in a timely manner from the occurrence or awareness of the occurrence. The Academic Dean will examine the concern, gather additional information as needed, and provide a written response to the parent or community member within one week of receiving the concern. A copy of the response will be forwarded to the Principal. The Academic Dean may request support from the Social Worker, Director of Operations or any other pertinent employee to assist in resolving the concern and formulating a response.

If the complainant is not satisfied with the Academic Dean's response or if the concern involves the Academic Dean, the parent may appeal directly to the Principal. The appeal must include a written request for appeal, a copy of the concern, and a copy of the Academic Dean's response. The appeal must be made within two weeks after receiving the Academic Dean's response. The Principal will review the concern, the response, and the appeal and gather any other information deemed necessary for reconsideration. The Principal, along with the Administrative Committee, will meet to review all documentation and determine if the Committee should interview all parties involved in the concern. After the review is completed, the Administrative Committee will issue its response.

Communication of the Administrative Committee's response to the complainant will constitute the final step in the process. However, if after the process has been exhausted, the individual continues not to be satisfied, he/she may request that the Chair (or designee) of the Board of Directors assign an outside Board Member to review the concern and all responses. The Board Member will determine if the formal resolution response from the Administrative Committee will stand as stated or if it should be sent back for further review and action.

Community members are welcomed at the PECS front office where they can make their concerns known to the office administrator. The office administrator will involve the relevant PECS personnel in the matter as appropriate.

Sincerely,

A handwritten signature in cursive script that reads "Angela Johnson-Williams" followed by a horizontal line extending to the right.

Angela Johnson-Williams
Principal