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Angela Johnson-Williams
Executive Director

Parents and guardians at PECS enjoy strong relationships with their student's teachers, principal, and other school professionals. However, questions or concerns can sometimes arise. PECS's open door policy invites parents to share their questions, concerns, suggestions, or complaints with someone who can address them properly.

The goal of this policy is 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.

Parents are encouraged to resolve concerns in a timely manner with the personnel member(s) involved or who have responsibility for the area of concern. Typically, parents work with their teacher or supervisor informally to reach a quick resolution. However, more serious concerns must be addressed formally. The steps below outline the formal resolution process.

If an issue or concern is not resolved informally or is of an extremely serious nature, the formal process is available to parents and community members.

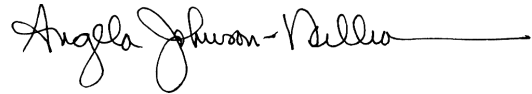
The concern can be made in writing via email or letter, signed and dated by the individual submitting the formal resolution. The written concern must describe the nature of the issue, the circumstances, and the desired resolution. The concern should be presented to the Principal promptly. The Principal will examine the concern, gather additional information if needed, and provide a written response within one week of receiving the concern. A copy of the response will be forwarded to the Executive Director. The Principal may request support from relevant staff to assist in resolving the concern and formulating a response.

If the complainant is not satisfied with the Principal's response, or if the concern involves the Principal, the parent may appeal directly to the Executive Director. The appeal must include a written request for appeal, a copy of the concern, and the Principal's response. The appeal must be made within two weeks after receiving the Principal's response. The Executive Director can be contacted at: johnsona@pecs.k12.il.us. The Executive Director will review the documentation, gather additional information if necessary, and convene the Administrative Committee to review the concern. The Administrative Committee will determine if interviews with all parties involved are needed. After review, the Administrative Committee will issue a response.

Communication of the Administrative Committee's response to the complainant will constitute the final step in the process. However, if the individual is not satisfied after the process has been exhausted, they may request a review by the Chair (or designee) of the Board of Directors. The Chair (or designee) can be contacted at ellen.kollar@gmail.com. The Chair (or designee) will decide whether the Administrative Committee's response stands or if further review and action are necessary.

Community members are welcome to visit the PECS front office to make their concerns known to the office administrator, who will involve the relevant PECS personnel as appropriate.

Both parents and community members may also voice concerns with the Office of Innovation and Incubation, 773-553-1530.

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

Angela Johnson-Williams
Executive Director