

Parent Complaint Procedure

10/3/19

Kamalani Academy believes that critical to the effective operation of the school is a procedure for quickly, efficiently, and fairly responding to a complaint from a parent. In that spirit, the following Complaint Procedure has been adopted.

If a parent has a complaint, the first step is to speak directly, in person, with the classroom teacher. The teacher will respond to such a request from a parent in a timely fashion. They are encouraged to work together to find a Win-Win solution.

In the event that a parent's concern cannot be resolved with the teacher, the parent will meet, in person, with the Principal. The Principal will respond to such a request in a timely fashion. The parent and Principal are encouraged to work toward a Win-Win solution. (In the event that the Principal is not immediately available, the parent may meet with the School Counselor or the SASA.)

If a parent has any concerns about the timeliness or content of a discussion, it is recommended they document the situation through email. Faculty and staff email addresses may be found at kamalaniacademy.org.

The Principal is responsible for operation of the school and most matters will be resolved at the campus level.

In the rare situation that a parent and the Principal are not able to reach a mutually agreeable solution, the parent may submit their complaint to the Governing Board, in writing, at board@kamalaniacademy.org. The board will refer the complaint to the appropriate board committee and, if necessary, the matter will be taken up at the next Governing Board meeting. A response will be sent, by email, to the parent following resolution by the board.