



Parent Issue Resolution Process

When concerns arise, parents and guardians are encouraged to direct their concerns to the persons most closely involved. However, when an informal process fails to resolve, a parent may file a formal complaint and seek review at a higher administrative level. In both processes, the intent is to protect the confidentiality and preserve the dignity of everyone involved. Concerns may be submitted by parents, guardians, custodial parents, or students.

Level 1: *Informal* Process – School Level

1. The **first step** is to address the concern or issue with the school staff member who is most directly involved to reach a mutually agreed-upon resolution.
2. If the initial attempt to resolve the issue is not satisfactory, the next step is to The Head of Schools
 - a. The HoS will provide an initial/preliminary response to the parent within two (2) school days, and provide a response/decision or an explanation for additional time needed to investigate within a maximum of ten (10) school days.

Level 2: *Formal* Process – School-Level Meeting and Documentation

See the Statement of Concern Form link on the website under Formal Concern Process

1. Parents who are not satisfied with a resolution proposed by the HoS during the Level 1 Informal Process may address the complaint through the Level 2 Formal Process:
 - a. Complete Part I of the Formal Concern Form, accessible on the Namaste Charter School website at www.namastecharterschool.org, outlining specific concerns, and submit it to the principal. The principal's office will schedule a meeting with the parent within school three days.
 - b. The Principal will complete a school-level Formal Concern Form to document areas of agreement and identify steps to address any unresolved issues and will send the response to the parent within ten school days.

- c. If a concern cannot be resolved reasonably within ten days, the principal may extend the time for up to 10 additional days and will notify the parent in writing.
2. If the parent already met with the principal during the Level 1 Informal Process, then Part 1 of the Formal Concern Form can be signed and submitted to the Board of Directors, at Board@Namastecharterschool.org, along with documentation of the principal's decision or denial of the request. Parents are advised to keep a copy of the form for their records.
 - a. The Board will contact the parent within three school days to schedule a meeting.

Level 3: Formal Process – Chicago Public School Central Office Review

1. If the issue is not resolved to the parent's satisfaction, or if it directly involves the board, the parent may contact the Chicago Public School Central Office to review the concern. Contact information for the Chicago Public Schools Central Office may be found at <https://cps.edu/ParentSupportCenters/Pages/PSC.aspx>.

South Side/Far Southside Network Offices

Networks 10, 11, 13 AUSL/Charter and geographical ISP Schools

(773) 535-2600