



## **Complaint Policy/Resolving Conflict**

It is our goal to assist all parents and family members in solving problems, understanding all school situations, and having a positive school experience. If you have a concern, complaint, or experience a conflict within the LCS community, please use the following process to find resolution.

First, collect your thoughts by talking to a family member or friend outside of LCS. Always begin at the source if you have a problem. Do not talk to uninvolved people at school.

- If it involves a teacher, or other staff member, begin there.
- If the two of you cannot resolve the problem, go to the School Leader.
- If the problem is with the School Leader, begin there.
- If the problem is with the School Leader and you have discussed it with him/her, you may take the issue to the Executive Director.
- If a serious grievance with the principal occurs, please fill out a grievance form to the Board President. Forms are available in the main office.

**COMPLAINT PROCEDURE FORM**

Last Name: \_\_\_\_\_ First Name/MI: \_\_\_\_\_

Student Name (if applicable): \_\_\_\_\_ Grade: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Street Address/Apt. #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Complaint is regarding which School/Office \_\_\_\_\_

1. Please give facts about the complaint. Provide details such as the names of those involved, dates, whether witnesses were present, etc., that may be helpful to the complaint investigator. Please also indicate what resolution you are seeking and any steps you have already taken to resolve the issue.

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2. Have you discussed your complaint or brought your complaint to any Charter School personnel? If you have, to whom did you take the complaint, and what was the result?

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3. Please provide copies of any written documents that may be relevant or supportive of your complaint.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Submit complaint and any relevant documents to the site Principal in the main office of your campus if it pertains to campus staff or community members; or mail it to the address below attn: Executive Director if it is regarding the Principal or Network Personnel; or attn: Board President if it is regarding the Executive Director:

Larchmont Schools 444 N. Larchmont Blvd., #207 Los Angeles, CA 90004