

## Father Marquette Catholic School Grievance Procedure for Parents

Effective Date: June 1, 2017

Revision Date(s):

As their children's primary educators, parents are partners with the teachers, principal, and pastoral team at FMCS. If a parent is concerned about a practice at school, this grievance procedure should be used to resolve it. This process is intended to resolve complaints as soon as they arise, at the lowest possible administrative level, and in a positive and Christian manner.

*Matthew 18:15-20*

### **Step 1:**

Have a conversation with the person most directly involved and attempt to resolve the issue. In most cases, this will be your child's classroom teacher.

### **Step 2:**

If the concern is not resolved at Step 1, put your concern in writing on the Parent Grievance Form (on the school website) and submit the form to the school principal. The principal will contact you within 10 business days to schedule a conference with you to review the grievance. After the review, you will receive a written response within 10 business days.

### **Step 3:**

If the concern is not resolved at Step 2, submit the Parent Grievance Form to the lead pastor of the pastoral team. The lead pastor will contact you within 10 business days to schedule a conference with you to review the grievance. Grievances at Step 3 will be brought by the lead pastor to the School Council *in closed session* at the next scheduled Council meeting. The purpose of this step is for the pastor to receive Council input toward resolution of the grievance. No public comment about the grievance will be accepted at the Council meeting. The pastor will provide you with a written response within 10 business days of the Council meeting.

### **Step 4:**

If the concern is not resolved at Step 3, submit the Parent Grievance Form to the Diocesan Director of Evangelization & Education. You will receive a written response within 10 business days. The resolution at this step is final.

### **General guidelines:**

- The conversations called for in this grievance procedure are face-to-face. *Avoid using email, text, or social media as a substitute*, which mask or inflame emotion and usually make things worse.
- A complaint about a student should NOT be addressed to the child, but to the appropriate staff member.
- Express a concern as soon as you are aware of it so it can be resolved promptly.
- The goal of this procedure is to produce a solution. Not all resolutions will satisfy everyone, but the existence of this procedure helps ensure concerns are addressed in an orderly manner with a clear response at each step, and ultimately, closure.

**Father Marquette Catholic School  
Parent Grievance Form**

This form is for use at Steps 2, 3, and 4 of the Grievance Procedure for Parents. Please complete and submit it as set forth in the grievance policy. All grievances submitted in accordance with the policy will receive a timely review and resolution.

Contact information:

Your name:	Your child's name:
Your address :	Your phone:
This is at the following step of the Grievance Procedure (check one): _____ Step 2 (principal)    _____ Step 3 (lead pastor)    _____ Step 4 (Diocesan Director of E&E)	
<i>I have read the Father Marquette Catholic School Grievance Procedure for Parents.</i>	
Your signature: _____	Date: _____

Details of your concern:

(Include all the information you can, e.g., witnesses, dates, events. Attach extra pages if necessary and any documentation you believe is relevant.)

Actions you have already taken to resolve the issue:

(e.g., who did you speak with, what did you say, what was done)

What resolution was proposed at the previous step(s) of this Grievance Procedure?

What action do you believe is needed now to resolve the issue?