



Great Lakes Academy Family Issue Resolution Process

Partnership with families is a core value of our school and an essential element to your student's success in school. We know conflict will arise during the school year. As partners, we are responsible for modeling positive conflict resolution processes. We want to hear your concerns and also to resolve those concerns as quickly and efficiently as possible. If you have a concern, please do not hesitate to reach out by following the procedure below:

<p><u>Step 1:</u></p> <p>Talk to the Involved Staff Member</p>	<p>If you have a concern about an interaction between your scholar and another scholar at GLA, please contact the teacher who either witnessed or has the most context related to the specific incident.</p> <p>We expect GLA families to show honor by avoiding direct confrontation with GLA scholars.</p> <p>If you have a concern about a teacher or another staff member at GLA, please contact that person to request a phone call from or virtual meeting with that staff member. Whenever possible, we encourage parents to speak directly with staff members to resolve concerns.</p> <p>If you do not have a GLA's staff member's contact information, please call Great Lakes Academy front office at (773)-530-3040 to obtain it.</p>
<p><u>Step 2:</u></p> <p>Notify School Leadership of the Issue</p>	<p>If you are unable to successfully resolve your concern after speaking with the involved staff member, please request a meeting with a member of our Leadership Team by contacting the Great Lakes Academy front office at (773)-530-3040.</p> <p>Please be sure to provide a brief summary of your concern as well as your availability for a phone call or a virtual meeting.</p> <p>Within 2 business days, our Leadership Team will return your call or schedule a meeting time (we will do our best to schedule the actual meeting to take place within 48 hours of your original request. Please note that meetings generally cannot be accommodated without advance notice and scheduling).</p>
<p><u>Step 3:</u></p> <p>Contact the Executive Director</p>	<p>In all CPS schools, parents, guardians, or community members should first attempt to address their concerns with the established leadership within the school. However, in the event you are unable to resolve your concern after following the procedure above, you may contact the front office to request a meeting with our Executive Director, Ebonie Durham (edurham@glachicago.org).</p>

	<p>Please be sure to provide a brief summary of your concern as well as your availability for a phone call or a virtual meeting.</p>
<p><u>Step 4:</u></p> <p>Contact the Great Lakes Academy Board of Directors</p>	<p>After exhausting other steps of the process, a parent may contact the school's Board of Directors if they are still unsatisfied with the resolution to their issue.</p> <p>The Board of Directors may be contacted via email at board@glachicago.org. The complaint should include a description of the issue and a request for response. A member of the Board of Directors will respond to the complaint within 5 school days.</p>