

Complaint Resolution Form Procedure

To all interested parties:

In an effort to ensure any and all complaints relating to academic, athletic or behavioral issues are heard, reviewed and responded to in a timely manner, this Complaint Resolution Form has been created. A complaint resolution committee has also been established to review all submitted documentation. This committee consists of three members:

1. Pastor's Representative
2. Director of Student Life
3. School Counselor

To file a formal complaint dealing with an academic, athletic or behavioral issue, please fill out a Complaint Resolution Form. This form may be submitted on behalf of another individual but the contact person on the form will be the individual to receive all correspondence relating to said complaint.

The form must be filled out in its entirety as it applies to each situation, including a signature and date at the bottom of the form. Any Complaint Resolution Form that is unsigned will not be processed further. If a complaint is made over the phone, office staff will have the ability to fill out a form for the individual on the other line. That individual should feel free to submit additional necessary information to accompany the complaint form. Before the complaint form can move along in the process, however, the individual must come in to sign the form.

Within two weeks of office staff receiving the Complaint Resolution Form and any additional submitted information, the complaint resolution committee will meet and make a resolution determination. A letter indicating the resolution determination will be mailed to the name and address listed on the form.

Should the individual submitting the complaint resolution form feel the committee determined resolution is unsatisfactory, they may appeal in writing within 10 days of the date on the resolution determination letter they received, to the Pastor and School Administrator. An appeal resolution letter will be mailed within 10 days of office staff receiving the initial appeal letter.

Should there be questions regarding this form or the process, please direct them to Sarah Townsend, Director of Student Life at sarahtownsend@portlandstpats.com or by calling 517-647-7551.