

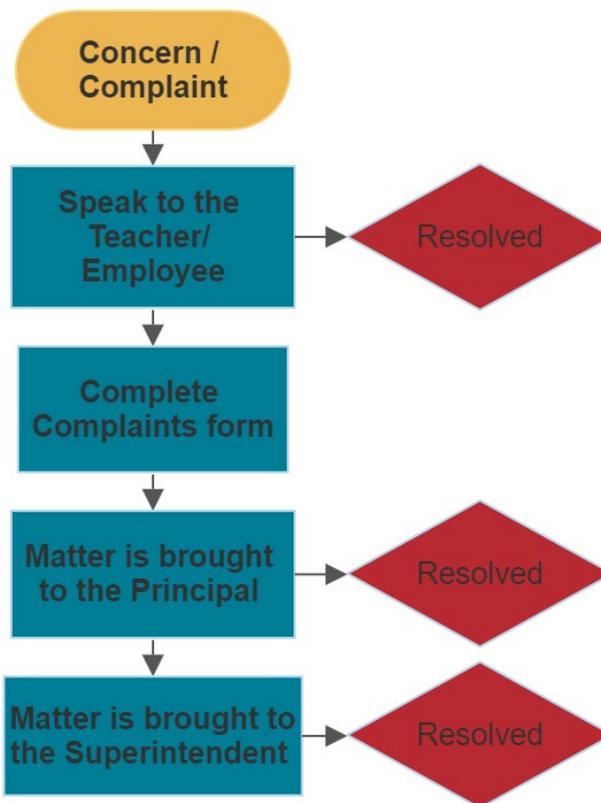


Addressing your Concerns and Complaints

KTCEA is committed to resolving concerns and complaints from parents or community members in a timely, and respectful manner. The success of our students depends on strong relationships and partnerships with families and the communities we serve.

ADVANCING YOUR CONCERN

Most concerns can be addressed at the source of the complaint. Your first step is to speak to your child's teacher or the employee. Complaints and concerns must be submitted within 2 weeks of the incident occurring.



The teacher/employee will provide you with the Complaint Form to the parent/community member and will complete it for you if you are unable to complete it.

Upon receipt of a concern/complaint, the teacher/employee will advise his/her immediate supervisor who may advise the teacher/employee on the matter.

If the matter is not resolved, the Principal will investigate the matter and work with the complainant to resolve the concern/complaint.

If the matter is not resolved at the Principal's level, it will be referred to the Superintendent.

The Superintendent's decision is final.

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