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# **N.E.W. Academy Canoga Park and N.E.W. Academy Science and Arts**

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## **Parent Concern Process**

**This complaint procedure is adopted to provide a uniform system of complaint processing:**

- NEW Academy Schools work hard to provide a positive school environment. NEW Academy encourages all stakeholders to discuss their concerns and complaints with the appropriate persons through an informal conference. Concerns should be expressed as soon as possible. Most, if not all, concerns can be resolved informally through communication, teacher-parent conferences, phone calls, e-mails, etc. However, if there is a concern that cannot be resolved, the complainant can submit a formal written complaint. (See Below.)
- If a complaint cannot be resolved informally, the complainant completes a Level 1 Form and submits it to the designated compliance person. The compliance person is usually the assistant principal, or any administrator will accept the form.
- If the complaint is not resolved within the timeframe, the parent can appeal and fill out a Level 2 Form. Level 2 is a formal meeting with the school principal.
- If not resolved within the timeframe, the parent can appeal and fill out a Level 3 form. Level 3 requests the Executive Director review the case.
- If still not resolved within the timeframe, the parent can appeal and fill out a Level 4 form which would go to the Board of Directors.
- If a complaint cannot be resolved by Level 4, the parent can fill out a Level 5 form and appeal to the CDE.

**The responsibilities of N.E.W. Academy Canoga Park / N.E.W. Academy Science and Arts are:**

- It is the responsibility of the schools to notify all stakeholders about complaint policies and procedures.
- The school must conduct an investigation within 60 days.
- The school is responsible to provide parents with all forms and provide assistance if needed, i.e., primary language.
- Complaints need to be reported to the compliance officer within 6 months of the incident. The compliance officer is the assistant principal.
- If a complaint is not resolved, the parent has 15 days to appeal to the next level.