

## **Fullington Academy - Communication Process Explanation**

### **TAP (Teacher, Administration, Parent) Page 8, student handbook.**

The following information is a detailed explanation of the procedure that parents and students should follow pertaining to concerns or questions about a policy or procedure of a teacher's classroom or the operation of the school in general. A shortened version may be found on page 8 of the student hand book. Policies and procedures are developed for the good of the entire school as a whole. Policies and procedures are developed with the input from the Board of Directors, the administration, a school wide leadership team, teachers, parents, and leaders from the community.

- I. Concerns, questions, issues pertaining to the operation of a teacher's classroom
  - A. Contact should be made with the teacher first. This may be accomplished by a phone call or email. If initial contact with the teacher does not resolve your concern, the next step is to call the main office and request a one on one conference with the teacher.
  - B. In the event that a one on one conference with the teacher does not resolve your concern, the next step is to call the main office and request a conference with the teacher and the headmaster or a designated member of the school administrative team.
  - C. Should you still have concerns after meeting with the teacher and headmaster, you should request the headmaster to arrange a conference with the teacher, headmaster, and the parent's board of directors' representative.
  - D. In the event there are still concerns, the headmaster and the parent's board of directors' representative may make the decision to place the parent's name on the agenda of the next board of directors meeting to address the entire board.
  
- II. Concerns, questions, issues pertaining to the general operation of the school or its policies and procedures.
  - A. Contact should be made with the school office manager first. Clarification of the policy or procedure should first be discussed with the school office manager to be sure there is a clear understanding of the policy or procedure.
  - B. If after clarification from the main office there is still a concern, a conference with the the headmaster should be scheduled to discuss the concern.
  - C. Should you still have concerns after meeting with the headmaster, you should request the headmaster to arrange a conference with the headmaster and the parent's board of directors' representative.
  - D. In the event there are still concerns, the headmaster and the parent's board of directors' representative may make the decision to place the parent's name on the agenda of the next board of directors meeting to address the entire board.

- III. At no time should the parent call their board of directors' representative or other member of the board of directors without following the guidelines outlined in section I & II of this document. Failure to follow the correct protocol for dealing with concerns, questions, and issues may result in the dismissal of your child from school.
- IV. Parents should never discuss or post negative remarks, concerns, questions, or issues of the school via email blast, text blast, newspaper articles, magazines, or social media such as Facebook, Instagram, or Twitter.
- V. All concerns should follow the appropriate protocol outlined in section I & II.