



AMERICAN ACADEMY
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Parent Communication Policy

This policy was approved by the American Academy Board of Directors on April 26, 2021

Purpose

The purpose of this policy is to define the expectations and procedures for communication between parents and teachers or staff members at American Academy.

Communication Philosophy

Positive and pro-active communication at the origin of concern is critical to maintain a positive working relationship between parents and staff members, which is in the best interest of every student. Parents will always be asked to give a staff member an opportunity to work through a concern before the concern is escalated to their supervisor.

Expectations for Communication

All communication between an American Academy parent and an American Academy teacher or staff member should be civil, respectful and without bias. If the school receives a communication (in person or electronically) that the administration deems inappropriate and/or threatening, the school reserves the right to request a redirected communication or to restrict communications accordingly (this may include limiting physical and/or electronic access to school staff).

General School Questions

For general questions send an email to comm@aaak8.org. Parents may expect a response within two business days.

Conflict Resolution Process

In the event of a conflict with a teacher or a school staff member or if a parent has questions or concerns pertaining to classroom practices, academic programs or their student, the parent should:

- 1) Discuss with the teacher or staff member (if unsure which teacher to talk to, the parent should start with the student's homeroom teacher). The parent may not go to step 2 until a discussion has taken place.
- 2) If the issue cannot be resolved at the teacher or staff level, the parent should next discuss the issue with the appropriate administrator, who may, if appropriate, mediate a discussion between the parties in conflict.
- 3) If the issue cannot be resolved by the appropriate administrator, then the parent should discuss the issue with the Executive Director of Schools (EDS) or designee.
- 4) If the issue cannot be resolved at the executive level, parents should bring the issue to the American Academy Board of Directors (BOD).

Policy Suggestions or New Program Ideas

For suggested changes, additions or policy-related complaints as well as ideas for new programs or policies:

- 1) Submit your input to the Executive Director of Schools (EDS). The EDS may decide to draft a policy change or new program proposal for the Board of Directors.
- 2) If the EDS does not feel a policy change is warranted, the parent may escalate the issue directly to the Board of Directors.
- 3) Prior to consideration, the BOD may request more information from the EDS or the parent, or refer to another advisory committee for further development and analysis. If so, the committee will investigate the feasibility and advisability of the recommendation and provide a report to the BOD in a timely manner.
- 4) The BOD will then vote on the recommendation.

Policy Questions

- 1) Submit your question to Communications (comm@aaak8.org). You will be contacted within two business days with the answer to your question or a referral on where to find the answer.

Social Media

American Academy respects the right of every individual to express themselves on social media. Social media can provide a productive arena for all of us to communicate a variety of beliefs and points of view that help enhance our free society and communities. This applies to furthering American Academy's mission and beliefs as well.

Unfortunately, some social media activity has replaced civil, direct person-to-person conversation geared toward problem-solving. Given this, American Academy respectfully requests that anyone looking to express a major question or concern about an American Academy program, policy, or procedure first follow the communication protocol discussed above. Doing so provides American Academy a fair and reasonable opportunity to resolve the issue for you and your child.

In addition, the short form of social media can sometimes facilitate incomplete or inaccurate information about something American Academy has done or implemented. Sometimes, such limited information may cause a concern for those reading it. Where this happens, American Academy also respectfully requests that any such concern be communicated to the appropriate administrator so that they may fairly and reasonably address it.

American Academy welcomes the robust conversation that social media facilitates. Used responsibly, it will help all of our staff and families to produce the best possible school environment for each of our students.

Exit Procedures

Should an American Academy family choose to leave the school for any reason, the following process must be followed in order for the school to strive for continual improvement and to learn from that family's experience:

- 1) Upon notification of disenrollment, the registrar will give the parent an exit interview form to complete. The parent will also be given the option to meet with the EDS and/or Principal.

- 2) The EDS and/or Principal will meet if requested, and will complete and file the exit interview form if returned.

POLICY HISTORY

- Original:* approved by the BOD on October 3, 2005
- Revision 1:* approved by the BOD on March 6, 2006
- Revision 2:* approved by the BOD on November 15, 2007
- Revision 3:* approved by the BOD on May 20, 2009
- Revision 4:* approved by the BOD on January 21, 2010
- Revision 5:* approved by the BOD on August 17, 2010
- Revision 6:* approved by the BOD on January 18, 2011
- Revision 7:* approved by the BOD on August 17, 2011
- Revision 8:* approved by the BOD on April 5, 2014
- Revision 9:* approved by the BOD on July 11, 2017
- Revision 10:* approved by the BOD on February 12, 2019
- Revision 11:* approved by the BOD on December 17, 2019
- Revision 12:* approved by the BOD on April 26, 2021

SUMMARY OF REVISION 1

- 1) Addition of Questions or Concerns Pertaining to Classroom Practices or Academic Program
- 2) Addition of Exit Procedures
- 3) Clarification that the PAB is not an outlet for personal conflicts

SUMMARY OF REVISION 2

Clarification on weekly folders

SUMMARY OF REVISION

Clarification of the role of the PAB

SUMMARY OF REVISION 4

Insertion of the Dean of Students

SUMMARY OF REVISION 5

Clarify the role of the student

SUMMARY OF REVISION 6

Insertion of paragraph on respectful communication

SUMMARY OF REVISION 7

Simplification of process

SUMMARY OF REVISION 8

Titles corrected and Exit Procedures simplified.

SUMMARY OF REVISION 9

Conflict resolution- changed person to contact after teacher to "supervisor"
Contact Emails removed and replaced with direction to go to the website for contact email
Registrar added in Exit Procedures

SUMMARY OF REVISION 10

Removed references to the Parent Advisory Board

SUMMARY OF REVISION 11

Addition of EDS designee

SUMMARY OF REVISION 12

Addition of Social Media language

