



AMERICAN ACADEMY
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Parent Communication Policy

This policy was approved by the American Academy Board of Directors on August 17, 2011

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.

Expectations for Communication

All communication between an American Academy parent and an American Academy teacher or staff member should be civil and respectful. 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).

Parents should be mindful of the volume of email that teachers receive on a daily basis, and should be sensitive about monopolizing the teachers' time.

General School Questions

For general questions sent to info@americanacademyk8.org, parents may expect a response within one business day.

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 Academic Director or Office Manager, who will mediate a discussion between the parties in conflict.
- 3) If the issue cannot be resolved by the appropriate Academic Director or Office Manager, then the parent should discuss the issue with the Head of School (HOS).
- 4) If the issue cannot be resolved by the Head of School at the school level, parents should bring the issue to the American Academy Board of Directors (BOD) at board@americanacademyk8.org.

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 Parent Advisory Board (PAB) at pab@americanacademyk8.org. Parents will be contacted within 48 hours by a PAB member for issue clarification and given an idea of the next steps, including the next scheduled review of the policy by the BOD.
- 2) If needed, the PAB will facilitate a discussion of the issue with the HOS.
- 3) The PAB may decide to draft a policy change proposal for the HOS and the BOD. If the resolution or policy change will impact the school's operating budget, the recommendation must detail specific proposed changes to the school's operating budget to accommodate the recommendation. Any financial impact in excess of \$1,000 requires approval by the BOD, should the proposal be funded by the school.
- 4) The PAB will then present the recommendation at the BOD meeting when the policy is scheduled for review or the next meeting if the HOS deems that the proposal is urgent. The PAB will present the proposal, complete with a summary of the positions for and against the recommendation, as determined by the parent population and the PAB, and financial impact, if any.
- 5) Prior to consideration, the BOD may request more information, refer the recommendation to the HOS, 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.
- 6) The BOD will then vote on the recommendation.

Policy Questions

- 1) Submit your question to the PAB (pab@americanacademyk8.org). You will be contacted within 48 hours by a PAB member with the answer to your question or a referral on where to find the answer.
- 2) The PAB will file your question with the applicable policy so that they can recommend policy clarifications as needed when that policy is up for review.

Exit Procedures

- 1) 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:
- 2) Upon notification of disenrollment, the front office will schedule an exit interview with the parent(s), the HOS and at least one member of the Board of Directors. The parent will be given an exit interview form to complete.
- 3) The HOS and a BOD member will complete, sign, and file an exit interview form.

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

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 3: 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