

Grievance Process

BridgePrep Academy greatly values and recognizes the importance of ensuring proper communication between home and school. The lines of communication must be kept open at all times so that the school may be aware of each child's needs. The guidelines below are implemented at BridgePrep Academy to ensure parents' concerns or grievances are addressed in a timely and appropriate manner.

Parent to Teacher Communication: Parents may schedule conferences with individual teachers by contacting the teacher via email. Teachers may also be available during their breaks. However, parents must make an appointment for these times. Parent conferences are not to be held while other families are able to hear information for other students as all student information is private. Parents may not engage in parent/teacher conferences during arrival or dismissal times as the primary goal for all school staff is to maintain the safety of all students at all times.

Parents are encouraged to make every attempt to resolve issues/conflicts with the teacher(s) before contacting the administration. Most issues can be resolved when parents have open and honest communication with their child's teacher.

Order of contact to resolve an issue is: Teacher → Dean of Operations

Methods to Resolve Disputes Between the Parent and the School: The principal will make every attempt to diffuse parent concerns by patiently listening to parents' concerns and arriving at solutions that is in the best interest of the child. If after providing the parent an opportunity to communicate concerns and offering the parents a solution the parent is still not satisfied, the parent may request an appearance before the Governing Board through the principal. The Board is unlikely to overrule a decision of the principal unless that principal has acted outside of his/her authority or has breached applicable school law. If this occurs, the Board may seek appropriate legal counsel to resolve the issue. The Board expects that all school employees will treat parents, students, and other stakeholders with respect and courtesy. The Board will designate a member of its management team as a conflict resolution liaison to assist parents with any issues that may arise.