



**Momentum
Academy**

Parent Complaint Form

(please retain a copy for your records)

This form follows steps listed in the Momentum Family Handbook.

Resolution Process

Step 1: Contact Staff Member involved. If a parent has an issue or concern, the first step towards resolving the issue should be to contact the staff member involved by phone or email. The staff member and parent will then discuss the issue to reach a resolution that satisfies both parties.

Step 2: Written Complaint sent to Principal. If the issue is not resolved by step 1, the parents' next step is to write a letter to the principal or use the "Parent Complaint Form" to explain the issue. The principal may take up to ten days to investigate the situation and will then send a written decision to the parent. The parent should copy the Regional Director of Operations on the complaint form.

Step 3: Written Complaint Sent to the Board Chairperson. If the parent is unsatisfied with the principal's decision, the parent may write a letter to the Board Chairperson or use the "Parent Complaint Form" to explain the issue. The Board Chairperson may take up to ten business days to investigate and reach a decision. The Board Chairperson will then send a written decision to the parent within 10 business days of receiving the letter or form. Please note that the Board Chairperson will not respond to complaints that have not gone through steps 1-3.

Note: The Principal will respond in writing within three business days, acknowledging the complaint.

Parent's Name: _____

Child's Name: _____

Phone #: _____

State your complaint. Please describe your concern in detail.

What do you think would resolve the problem/issue?

Parent's Signature: _____ Date: _____



To be completed by the school office:

Form received by: _____ Date: _____

Principal's Response:

Principal's Signature: _____ Date: _____

____ Letter to parent Date: _____

____ Parent Conference Date: _____ Time: _____

____ Phone Call Date: _____ Time: _____