

COMPLAINT POLICY

Any caregiver or family member who has a complaint regarding East End Prep should follow the steps below:

- Contact your scholar's teacher first for all complaints/ concerns
- If you feel that the concern/ complaint necessitates an administrator to be involved in the discussion, please contact the Dean of Culture if the complaint involves scholar behavior or safety concerns or the Deans of Curriculum and Instruction if the complaint involves academic concerns.
- If your concern/complaint is regarding your scholar's teacher, or if you feel previous attempts at addressing the concerns are not working, please contact the Principal or Assistant Principal.
- If you don't feel like your concern was resolved after taking the above steps, please schedule a formal meeting with the School Director by calling and setting that up through the front office.

All complaints will be given the utmost attention and we will work together to come to the best solution to the problem. After following the steps above, if a parent or guardian feels the complaint was not properly handled or does not agree with the decision made, he or she may appeal to the East End Prep School Board of Directors by filing a formal complaint through the East End Prep office.