

COMPLAINT RESOLUTION PROCESS

Birmingham City Schools aims to work with parents and students to resolve all concerns and complaints at the school site as a first recourse. However, the District has a **four-step conflict-resolution process**.

STEP ONE: ADDRESS COMPLAINT AT SCHOOL SITE

- Principal works with parents/guardian/student to resolve complaint. If issue is resolved here, the process is complete.

IF ISSUE IS NOT RESOLVED, THE NEXT STEPS WILL BE TAKEN UNTIL RESOLUTION IS MET

STEP TWO: INSTRUCTIONAL SUPERINTENDENT

- If issue remains unresolved, parent/guardian/student may appeal to the Network Instructional Superintendent. If issue is resolved here, the process is complete.

STEP THREE: CHIEF OF STAFF

- If issue remains unresolved, parent/guardian/student may appeal to the District's Chief of Staff. If issue is resolved here, the process is complete.

RESOLUTION FINAL STEP: SUPERINTENDENT

- If parent/guardian/student not satisfied, can appeal to the Superintendent.

