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.

**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.