



Elementary School (K – 4th)
1101 Delaware Street
New Castle, DE 19720
Phone (302) 324-8901
Fax (302) 324-8908

Middle School (5th – 8th)
1 Fallon Avenue
Wilmington, DE 19804
Phone (302) 324-8901
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www.familyfoundationsacademy.org

Dr. Tennell Brewington
Co-Director

Sean P. Moore
Co-Director

GRIEVANCE POLICY

1. Purpose

Any resident or community group shall have the right to present a request, suggestion or complaint concerning School personnel, the program, or the operations of the School. At the same time, the Board has a duty to protect its staff from unnecessary harassment. It is the intent of this policy to provide a fair and impartial manner for seeking appropriate remedies.

2. Authority

Although no member of the community shall be denied the right to petition the Board for redress of a grievance, the complaints will be referred back through the proper administrative channels for solution before investigation or action by the Board. Exceptions are complaints that concern Board actions or Board operations only.

The Board advises the public that the proper channeling of complaints involving instruction, discipline, or learning materials is as follows:

1. Teacher
2. Co-Director & Chief Academic Officer
3. Co-Director & Chief Administrative Officer
4. Board

All such complaints must be provided in writing, be signed, and be addressed to the appropriate person for action.

Complaints about School Policies

Although no member of the community shall be denied the right to petition the Board concerning individual school policies, the complaints will be referred back to the school's administration for solution before investigation, or action, by the Board. The Board advises the public that the proper channeling of complaints concerning school policies is as follows:

1. Co-Director & Chief Academic Officer
2. Co-Director & Chief Administrative Officer
3. Board

All such complaints must be provided in writing, be signed, and be addressed to the appropriate person for action.



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Complaints about School Facilities and Services

Although no member of the community shall be denied the right to petition the Board concerning facilities and services in the School the complaints will be referred back to the appropriate administrative officials for a solution before investigation, or action, by the Board.

The Board advises the public that the proper channeling of complaints concerning School services or facilities is as follows:

1. The administrator in charge of the service or facility
2. Co-Director & Chief Administrative Officer
3. Board

All such complaints must be provided in writing, be signed, and be addressed to the appropriate person for action

Complaints about School Personnel

Realizing that education is a human-to-human relationship and that such relationships may at times cause stress, the Board mandates the following policies concerning complaints about School personnel:

1. To be given proper attention, all complaints must be provided in writing, be signed, and be addressed properly to the person's immediate supervisor.
2. All such complaints must be delivered or mailed to the immediate superior of the person about whom the complaint is made, at which time the superior will notify that person.
3. All such complaints shall be specific and void of personal abuse and/or excessive emotionalism, either to the School, its Board or the person(s) being discussed.
4. All such complaints shall, upon receipt, be weighted, analyzed, and discussed with all proper school authorities and finally would be acted upon by the immediate superior of the person being discussed. The party submitting the original complaint shall also be informed as to the nature and direction of the action taken by the school authorities. In no case shall any individual's rights under the law be preempted by these policies as established by the Board.