

PCC PARENTAL CONCERN PROCEDURE

PCC recognizes that, from time to time, parents/guardians may have concerns and/or questions about the school, staff, school officers, school programs and/or any decisions made or actions taken on the school's behalf. PCC considers it essential to have open channels of communication where concerns can be expressed, addressed, and resolved in a timely and consistent manner. Therefore, when parents have concerns that are related to PCC, they should adhere to the following procedures:

1. If the concern is related to a classroom issue, the parent should seek to resolve the issue with the classroom faculty, as appropriate.
2. If resolution with the classroom faculty fails, is not possible, or if the concern is with a school-wide policy or procedure, the parent must bring the concern to the attention of the Principal.
3. Parents with a complaint or concern about office staff and/or school administrators must seek to resolve the complaint or concern with the Principal. If the concern involves the Principal, parents are encouraged, but not required, to first resolve the concern with the Principal.
4. If resolution is not possible after following steps outlined in steps 1, 2 or 3 above, the parent should address the concern to the Board of Directors as follows:
 - a. Complaints or concerns must be in writing and addressed to the Chair of PCC's Board of Directions c/o PCC, 4905 Mermaid Blvd., Wilmington, DE 19808;
 - b. The letter must include the facts of the issue to be addressed, the reason for appealing the Principal's decision, if applicable, and any desired outcome or resolution being sought;
 - c. If the appeal, involves a PCC employee, a copy of the letter must be provided to the employee involved;
 - d. The Board, in its discretion, may choose not to address a complaint/concern unless resolution through steps 1, 2 and/or 3 has been attempted in good faith;

Attachment 25: Parental Concern Policy

- e. Complaints or concerns based on hearsay or made on behalf of another parent or family will not be addressed.
5. Complaints about individual Board members, or about the entire Board must be submitted in writing and brought to the attention of the entire Board by submitting a written letter to all Board Members c/o PCC, 4905 Mermaid Blvd. Wilmington, DE 19808, the PCC administrative office address. The letter must include the facts of the issue to be addressed and any desired outcome or resolution being sought
6. To the extent that complaints or concerns remain unresolved, parents should appeal to the Delaware Department of Education at the following address:

Secretary of Education
Delaware Department of Education
401 Federal Street
Suite 2
Dover, DE 19901-3639

**Copies of PCC's By-Laws, The Conflict of Interest Policy, The Parental Concern Policy and Board of Directors Meeting Minutes will be posted and available via the PCC website. Copies may also be obtained by contacting PCC's Office: 4905 Mermaid Blvd. Wilmington, DE 19808