



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
Fax (302) 324-8908



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.

2. Process

If a party is not able to work out a solution with the parties involved, a complaint may be filed with the Family Foundations Academy Satisfaction Officer. All concerns must be provided in writing giving a detailed account of the matter. Contact information must be provided. [Click here to download the form!](#) ~~This can add the attached form here~~
The Satisfaction Officer will contact all parties involved to address the matter within 48 hours. This may involve a telephone conference or in-person meeting. All facts will be reviewed and all necessary steps will be taken to resolve the matter.

3. Steps

Complaints about Academics and Instruction

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

1. Teacher
2. Director of Curriculum and Instruction for the designated school (es or ms)
3. School wide Director of Curriculum and Instruction
4. Co-Director & Chief Administrative Officer

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

Complaints about Special Education and 504 Student Plans

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

1. Teacher
2. Special Education Specialist for the designated school (es or ms)
3. Director of Special Education
4. Co-Director & Chief Academic Officer



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Complaints about Discipline

The Board advises the public that the proper channeling of complaints involving discipline decisions, buses, or uniforms is as follows:

1. Dean of School Climate/Students for the designated school (es or ms)
2. School wide Climate Director
3. Co-Director & Chief Administrative Officer

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

Complaints about School Policies

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

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

Complaints about School Facilities and Services

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

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 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.
4. All such complaints shall, upon receipt, be weighted, analyzed, and discussed 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.

Appeal Process

Realizing that we must agree to disagree at times. If the complainant can demonstrate that all efforts were not exhausted to resolve a formal complaint, the complainant may file an appeal by providing evidence of non-due diligence and written notification stating request for appeal review.



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Reporting Protocol

Academics

Dr. Tennell Brewington, Co-Director and Chief Academic Officer
Tennell.brewington@ffa.k12.de.us

Mrs. Amy Novosel, School wide Director of Curriculum and Instruction
Amy.novosel@ffa.k12.de.us

Ms. Bahiya Watson, Director of Curriculum and Instruction for the Elementary School
Bahiya.watson@ffa.k12.de.us

Mrs. Kathleen Connor, Director of Curriculum and Instruction for the Middle School
Kathleen.connoe@ffa.k12.de.us

Mr. Robert Morrell, School wide Data Coach
Robert.morrell@ffa.k12.de.us

Mrs. Jennifer Cipolla, Director of Special Education
Jennifer.cipolla@ffa.k12.de.us

Mrs. Lauren Crosby, Special Education Specialist for the Elementary School
Lauren.crosby@ffa.k12.de.us

Ms. Janeen Harris, Special Education Specialist for the Middle School
Janeen.harris@ffa.k12.dw.us

Ms. Nicole Aizaga, Special Education Specialist for the Middle School
Nicole.aizaga@ffa.k12.de.us



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Co-Director

Sean P. Moore
Co-Director

Discipline and School Policy

Mr. Sean Moore, Co-Director and Chief Administrative Officer
Sean.moore@ffa.k12.de.us

Ms. Monique Dolcy, School Climate Director
Monique.dolcy@ffa.k12.de.us

Mr. Gary Carter, Dean of Students/Climate for the Elementary School
Gary.carter@ffa.k12.de.us

Mr. Damien Ross, Dean of Students/Climate for the Middle School
Damien.ross@ffa.k12.de.us

Mr. James Garrett, Assistant Dean of Students/Climate for the Elementary School
James.garrett@ffa.k12.de.us

Mr. Wesley Smith, Assistant Dean of Students/Climate for the Middle School
Wesley.smith@ffa.k12.de.us

Mr. Anthony Powell, Interventionist
Anthony.powell@ffa.k12.de.us

Mrs. Patricia Brooks, Satisfaction Officer
Patricia.brooks@ffa.k12.de.us