

Thomas Edison Charter School Parent Complaints

Date	Complainant	Issue(s)	CSO Contact	Description	Resolution
10/26/15	Parent	Transportation	Sheila Lawrence	Father reported that his son's assigned school bus has arrived 30+ minutes late on multiple occasions. He has tried to resolve the issue with both the school and the bus contractor but the issue has not been resolved.	CSO contacted the school and the school worked with the bus contractor to resolve the parent's concerns.
9/22/17	Parent	Governance	John Carwell	Mother expressed concerns about how the Board of Directors' recent decisions have impacted the educational program, in general, and her children's achievement, in particular.	CSO referred the matter to the Board President who followed up with the parent to address her concerns.