

# How to Resolve Concerns or Complaints

The Board and staff at GMCS are committed to resolving concerns quickly and fairly with the students' best interests in mind. Please use the following steps to address your concerns.

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## Communication Guidelines

- **Response Time:** Staff will do their best to respond within 24 hours during standard business days (Monday–Friday).
  - **Weekends & Breaks:** Messages sent over the weekend or during school breaks will be addressed when staff return on the next regular school day.
  - **Urgent Matters:** Do not rely on email for time-sensitive issues. Follow any urgent email with a phone call the next business day.
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## Phase 1: Informal Complaints

If you have any concerns, please start here. Most issues are best resolved through direct conversation with those involved.

### Step 1: Contact the Appropriate Staff Member

- **Issues involving your child:** Contact the teacher or staff member directly involved within 5 days of the incident.
- **General school issues:** \* For classroom practices, speak with the teacher.
  - For medical issues, speak with the school nurse.
  - For school-wide rules, speak with the Assistant Principal.
- **Meetings:** If you request an in-person meeting, it will be held within 5 school days.

### Step 2: Contact the CEO/Principal

- **When:** Use this step if the issue remains unresolved after Step 1, or if you are unsatisfied with the initial findings.
  - **How:** Submit your concern in writing. Explain the issue and the steps you have already taken to fix it.
  - **Meetings:** If an in-person meeting is requested, it will be scheduled within 5 school days.
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## Phase 2: Formal Complaints

A Formal Complaint is used for serious issues, such as violations of the law, breaches of school policy, or complaints specifically about the CEO/Principal.

**How to File:** Submit a written letter to the Board President via email (board@gettysburgmontessoricharter.org) or mail (888 Coleman Rd., Gettysburg, PA 17325).

### **What to Include**

1. A detailed statement of the problem and which policy/law was violated.
2. The responses you received from the teacher, the Assistant Principal, and the CEO/Principal.
3. Copies of all related emails or correspondence.
4. Your suggested solution to the problem.
5. Your full contact information, signature, and the date.

### **The Board's Process**

- The Board will assign members to investigate and may meet with you or staff.
- **Important:** Do not contact individual Board members privately. They only have the authority to address complaints submitted through this formal written process.