

Grievance Policy for Parents

At LCA, we strive to create a Christ-centered, respectful, and caring learning environment. If you have a concern, this policy explains the steps you can take to address it.



Steps for Addressing Concerns

1. Talk to the Teacher

- Start by discussing your concern directly with your child's teacher. Most issues can be resolved at this level.

2. Contact the Head of School

- If the issue isn't resolved after talking to the teacher, contact the Head of School to set up a meeting and continue working toward a solution.

3. Submit a Written Concern

- If the problem is still unresolved, you may submit a formal grievance in writing to the LCA Board of Directors. Be sure to include:
 - A description of the issue
 - Any important details or facts
 - The resolution you're seeking

What Happens Next

- The Board will review your grievance at their next scheduled meeting and investigate as needed.
- You will receive a written response within 10 days after the meeting.

Important Notes

- **Confidentiality:** We respect your privacy and will only share information with those directly involved in resolving the issue.
- **Christian Values:** Our approach is guided by Christian principles of love, forgiveness, and reconciliation.

This policy will be reviewed regularly to ensure it continues to serve our school community effectively.