

New Life Charter Academy

Conflict Resolution

What should you do if you have a concern about your student at New Life Charter Academy? There is a process to follow. Go **up** the chart below for the best step-by-step approach to conflict resolution.

If your serious concern remains unresolved, make an appointment with the Principal.

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You've spoken with the Teacher, but you remain dissatisfied with the solutions at hand. You wish to talk to an **administrator** whose responsibilities are the closest to your area of concern. Next, speak with that person.

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After talking to the staff member closest to the issue, you still need further help. If the concern is about an academic issue, use the school directory to meet with the School Operations Manager.

First, identify the person closest to the concern. Very often, this will be your child's teacher. E-mail or call the teacher's voicemail and leave a message summarizing why you wish to speak to the teacher. They return calls within 36 hours. Talk to the teacher about your concern. Be concise and to the point and at the end of your meeting ask for a summary of where you both stand on the issue. **Hopefully, your problem will be resolved. If not, go up to the next rung.**

START HERE

- STEP 4: Final appeal to the Board of Directors
- STEP 3: Meet with the Board Representative
(Marquista Shipman, Board Chair)
- STEP 2: Meet with the Principal
- STEP 1: Meet with Teacher

Contact Information for Board Representative: Marquista Shipman
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