



THE Montessori School of Englewood | A Chicago Public Charter School

Parent, Family, and Community Concern Resolution Policy

The Montessori School of Englewood (TMSOE) values the partnership of our students, families, staff, and community members in maintaining a safe, respectful, and high-quality learning environment. We are committed to open, timely, and transparent communication and encourage concerns to be addressed at the lowest appropriate level whenever possible.

Nothing in this policy limits an individual's rights under federal or Illinois law, including the right to report concerns directly to appropriate governmental agencies when required or permitted by law.

Guiding Principles

TMSOE will:

- Treat all concerns respectfully and professionally.
- Review concerns promptly and impartially.
- Maintain confidentiality to the extent permitted by law.
- Prohibit retaliation against any individual who raises a concern or participates in an investigation in good faith.
- Comply with applicable federal, state, and local laws, including the Illinois School Code, applicable charter school requirements, Title IX, Section 504, the Americans with Disabilities Act (ADA), the Family Educational Rights and Privacy Act (FERPA), and the Illinois Student Records Act.

Level I – Classroom Review

Nature of Concern

Examples include:

- Classroom instruction
- Homework

- Missing assignments
- Classroom discipline
- Grades or academic progress
- Classroom communication
- Student behavior concerns occurring within the classroom

Review Procedure

The parent or guardian should first contact the classroom teacher or appropriate staff member directly to discuss the concern and seek a resolution.

Whenever possible, concerns should be raised within a reasonable timeframe after the issue occurs.

The teacher will make reasonable efforts to respond within three (3) business days.

Level II – Administrative Review

Nature of Concern

Administrative review may be requested when:

- A Level I concern remains unresolved.
- The concern involves multiple classrooms or departments.
- The concern involves alleged misconduct by an employee or volunteer.
- The concern relates to implementation of school procedures or administrative decisions.
- The concern involves student safety or operational matters.

Review Procedure

The parent or guardian should submit the concern in writing (email is preferred) to the appropriate school administrator.

The written concern should include:

- Student's name (if applicable)
- Description of the concern
- Dates and individuals involved
- Previous steps taken to resolve the issue
- Desired resolution

Within three (3) business days, the administrator will acknowledge receipt of the concern and schedule a meeting by phone, virtually, or in person as appropriate.

The administration will review the matter, gather relevant information, and provide a written or verbal response within a reasonable timeframe based on the complexity of the concern.

Level III – Board of Directors Review

Nature of Concern

Board review is appropriate only after the administrative process has been completed unless the complaint directly involves the Executive Director or a member of the Board of Directors.

Examples include:

- An unresolved Level II concern.
- Concerns regarding Board-adopted policies.
- School-wide procedures affecting students or families.
- Alleged misconduct involving the Executive Director or a Board member.
- Concerns involving governance rather than day-to-day school operations.

The Board of Directors does not participate in the day-to-day management of the school and generally will not review matters involving personnel evaluations, routine classroom decisions, student grades, or disciplinary decisions until the administrative review process has been completed.

Review Procedure

The parent or guardian shall submit a written request to the Board of Directors.

The request should include:

- A summary of the concern.
- The steps previously taken to resolve the matter.
- Copies of any relevant documentation.
- The resolution being requested.

The Board Chair, or the Chair's designee, will acknowledge receipt of the request and determine whether the concern falls within the Board's governance responsibilities.

If appropriate, the matter may be referred to a Board committee, placed on a future Board agenda in accordance with the Illinois Open Meetings Act, or returned to the administration if the administrative process has not yet been completed.

The Board's decision shall be considered final unless otherwise required by law.

Contacting the Board of Directors

Written concerns for the Board of Directors may be submitted by:

Email: board@tmsoe.org

Mail:

Board of Directors
The Montessori School of Englewood
6936 South Hermitage Avenue
Chicago, Illinois 60636

Correspondence should clearly identify:

- Parent or guardian name
- Student name (if applicable)
- Contact information
- Detailed description of the concern
- Documentation supporting the request

The Board may decline to consider anonymous complaints unless they involve student safety, fraud, criminal activity, legal compliance, or other matters requiring investigation.

Immediate Safety Concerns

Concerns involving student safety, abuse, neglect, threats of violence, discrimination, harassment, or other emergencies should be reported immediately to school administration.

Reports involving suspected child abuse or neglect will be handled in accordance with the Illinois Abused and Neglected Child Reporting Act and Faith's Law. School employees who are mandated reporters must comply with all reporting obligations under Illinois law.

Nothing in this policy prevents an individual from reporting concerns directly to law enforcement, the Illinois Department of Children and Family Services (DCFS), the Illinois State Board of Education (ISBE), the Chicago Public Schools Office of Inspector General (when applicable), or any other governmental agency authorized to receive such reports.

Confidentiality

Information related to complaints will be shared only with individuals who have a legitimate educational or legal need to know, consistent with FERPA, the Illinois School Student Records Act, and other applicable privacy laws.

Anti-Retaliation

TMSOE strictly prohibits retaliation against any student, parent, guardian, employee, volunteer, or community member who raises a concern, files a complaint, or participates in an investigation in good faith.

Related Policies

The following Board policies should be consulted, where applicable:

- Anti-Bullying Policy
- Title IX Sexual Harassment Policy
- Nondiscrimination Policy
- Student Discipline Policy
- Student Records (FERPA) Policy
- Complaint Resolution Procedures
- Employee Grievance Procedures (for employees)

Anti-Bullying

TMSOE follows the Chicago Public Schools Student Rights and Responsibilities and Anti-Bullying Policy. Reports of bullying are investigated in accordance with Illinois law (105 ILCS 5/27-23.7) and applicable CPS guidance.

Parents and guardians may review the current Chicago Public Schools Student Rights and Responsibilities (Student Code of Conduct) for additional information regarding bullying, student rights, and reporting procedures.