

FAST Parent and Family Communications & Escalation Policy

Policy Statement and Purpose:

The Fulton Academy of Science and Technology (“FAST”) believes that open communications between parents and Families (“FAST Families”) and staff / administration is at the heart of FAST.

FAST also believes that communication and escalations should be handled in a clear, accessible and documented manner that gives FAST Families a voice that is heard, addressed and ultimately where concerns and issues are resolved in the most productive, efficient, fair and timely manners.

This Policy is to formalize the process for communication for FAST Families. In doing so, the Policy provides clear access to the proper chain of communication for addressing Fast Families’ concerns.

FAST remains committed to working closely with our families and approaching problem-solving through the most constructive and appropriate means.

To that end, FAST and FAST Families should follow the Policy and Escalation Matrix (“Exhibit A”).

FAST is further committed to:

- Respecting the privacy of FAST Families and discretion regarding sensitive matters
- Providing a clear and concise process for FAST Families who are desiring to escalate complaints and concerns at FAST
- Following the process in order that FAST Families are heard, understood, and have a timeline in order to know what to expect
- Creating a committee within the administration and Governing Board that addresses escalated matters of concern (an “Escalated Matter”)
- Providing factual representations and responses to the questions and concerns, and if necessary, the same on social media and in social media forums where questions are raised (Privacy of FAST Families will be held and respected)
- Following-through with the Escalated Matter until a resolution is reached

FAST Families shall be committed to:

- Following the process outlined herein and abiding by the process as documented in order to provide the most streamlined, fair and reasonable resolution of matters
- Understanding that a timeline is created for the purpose of allowing the staff, administration and Governing Board to thoroughly investigate and provide a response to FAST Families
- Understanding the chain of communications and abiding by the same for the most effective communications with FAST and resolution of matters

Scope of Policy:

This Policy applies to all FAST families and parents who have children currently enrolled at FAST. The Policy further extends to the staff, teachers, administration and the Governing Board.

Definitions:

Escalated Matter: A matter in which the appropriate channels have been followed and exhausted in the communication chain as set forth herein, but the FAST Family involved with the matter is not satisfied and would like counsel with the Governing Board.

FCS Charter Schools Escalated Matter: In the event that the Escalated Matter is not addressed and a resolution reached within a reasonable time after all Communication avenues are exhausted herein and after FAST Family has followed the proper channels, then the FAST Family should reach out to Fulton County Schools (FCS) via the *Charter Schools Coordinator*. *Please note that a FAST Family must follow the proper escalation set forth herein prior to contacting the FCS Charter Schools Coordinator.*

EXHIBIT A

Escalation Matrix & Contacts

Escalation Matrix

General Inquiries, Comments or Suggestions for FAST:

Should anyone in our community desire to make a comment or suggestion for FAST, please utilize the virtual comment box via: info@fastk8.org

Student and School-Level Matters:

Should anyone in our community seek a remedy to a concern regarding student performance and/or school level matters, the following steps should be taken, in this order:

1) FAST Family works with/contacts the Homeroom Teacher. *This allows the Teacher to escalate to proper staff member if the matter is outside of the classroom.*

If there is no resolution then >

2) FAST Family works with/contacts the Assistant Principal.

If there is no resolution then >

3) FAST Family works with/contacts the Principal.

If there is no resolution then >

4) FAST Family completes Exhibit B, Grievance Form, and submits to Governing Board as required herein.

*Exceptions are Escalated Matters, as defined above

Contact Matrix

Who	Online Information	Contact List
Staff and Teachers	http://www.fastk8.org/wp-content/uploads/2018/08/Staff-Directory-2018-2019-Website-Sheet1.pdf	http://www.fastk8.org/wp-content/uploads/2018/08/Staff-Directory-2018-2019-Website-Sheet1.pdf
Assistant Principal, Grades 5-8	http://www.fastk8.org/about-us/administration/	Peter.Epstein@fastk8.org
Assistant Principal, Grades K-4	http://www.fastk8.org/about-us/administration/	Ashley.stinger@fastk8.org
Principal	http://www.fastk8.org/about-us/administration/	chris@fastk8.org
Governing Board	http://www.fastk8.org/about-us/governing-board/	governance@fastk8.org
Fulton County Schools Charter School Coordinator*	Ms. Andrea Cooper-Gatewood	gatewooda@fultonschools.org

*NOTE: The Charter Schools Coordinator *must* be contacted before *any* other contact at Fulton County Schools.

If the FAST Family has not gone through the proper channels and exhausted all communication avenues through this Policy, the FCS Charter Schools Coordinator or other FCS member will refer the matter back to FAST for proper escalation. Fulton County Schools respects the autonomy of Charter Schools and will not become involved in school level matters unless there is a serious issue such as a health or safety concern, federal or civil rights compliance issues, or evidence of criminal wrongdoing.

The FCS Charter Schools Coordinator is Ms. Andrea Cooper-Gatewood, gatewooda@fultonschools.org.

EXHIBIT B

FAST GRIEVANCE FORM

The grievant must initiate a grievance on a completed Grievance Form prior to escalation to the Governing Board and after all communication channels have been exhausted.

The form must state the claim, detailed statement of the facts in support of the claim, and the relief requested. Attachments may be used. (FAST Parent and Family Communications and Escalations Policy).

In this document, please provide a description of your complaint. Include all relevant information, including name, dates and times. Attach copies of any and all written correspondence and summaries of phone conversations. Please include names of any other parents or staff members who may have witnessed the event. What would you suggest as a possible resolution to your complaint/concern?

You may use the back of this form or attach additional pages as needed. Once complete, a copy of this form should be provided to the Principal and to the Governing Board.

A conference will be scheduled within five (5) business days of receipt of this form.

Submit all documentation to governance@fastk8.org.

Description of Incident/Claim (the "Incident"):

Additional Information:

Relief Requested:

Date/Time of Incident:

Date Form Completed:

Parent Name(s) completing form:

Email:

Phone:

Parent/Guardian Certification

_____ (Initial) I certify that I followed the FAST Escalation Policy.

_____ (Initial) I certify that I have exhausted all available avenues of communication and resolution with
the FAST administration prior to submitting this form.

_____ (Initial) I certify that I am attaching all pertinent facts and documents regarding the Incident.

Parent/Guardian Signature: _____

COMMITTEE USE ONLY

Date Received:

Date Closed:

Document Change Control:

Date	Reviewed by	Revisions, If Any	By / Notes
1/24/18 Policy Created			
2/2018 Monthly Board meeting	Governing Board		Opened for Discussion by Governing Board; sub-committee created
3/2018 Monthly Board meeting	Governing Board		Second Discussion by Governing Board for vote
9/2018	Governing Board: Meredith Atwood	Update to contact links only	No vote required. Updated contact info to staff directory, AP, and Principal only.