

## **OPENING THE LINES FOR EFFECTIVE PARENT-SCHOOL COMMUNICATION**

The commitment of parents/guardians to the education of their children is critical to every success as schools work diligently to meet the diverse learning needs of the Somerset Academy of Las Vegas student population. Parents often desire contact with various offices or personnel to express views, concerns, and questions; and this process can seem difficult. To assist in this regard, these procedures have been developed. **If the concern is a:**

### **Classroom Issue**

- Contact the teacher and allow 24 hours for a return call or an email response.

### **School Issue**

- Secondary parents should contact the school administrator responsible for the area of concern. This may be an assistant principal/dean. Elementary parents should contact the main office and either the assistant principal or principal will respond. Please remember that a school administrator's day is unpredictable and allow him/her to respond to your call within 24 hours.

### **System Issue**

- Contact the executive director at 702-826-4373 (x2017)

### **Board Governance Issue:**

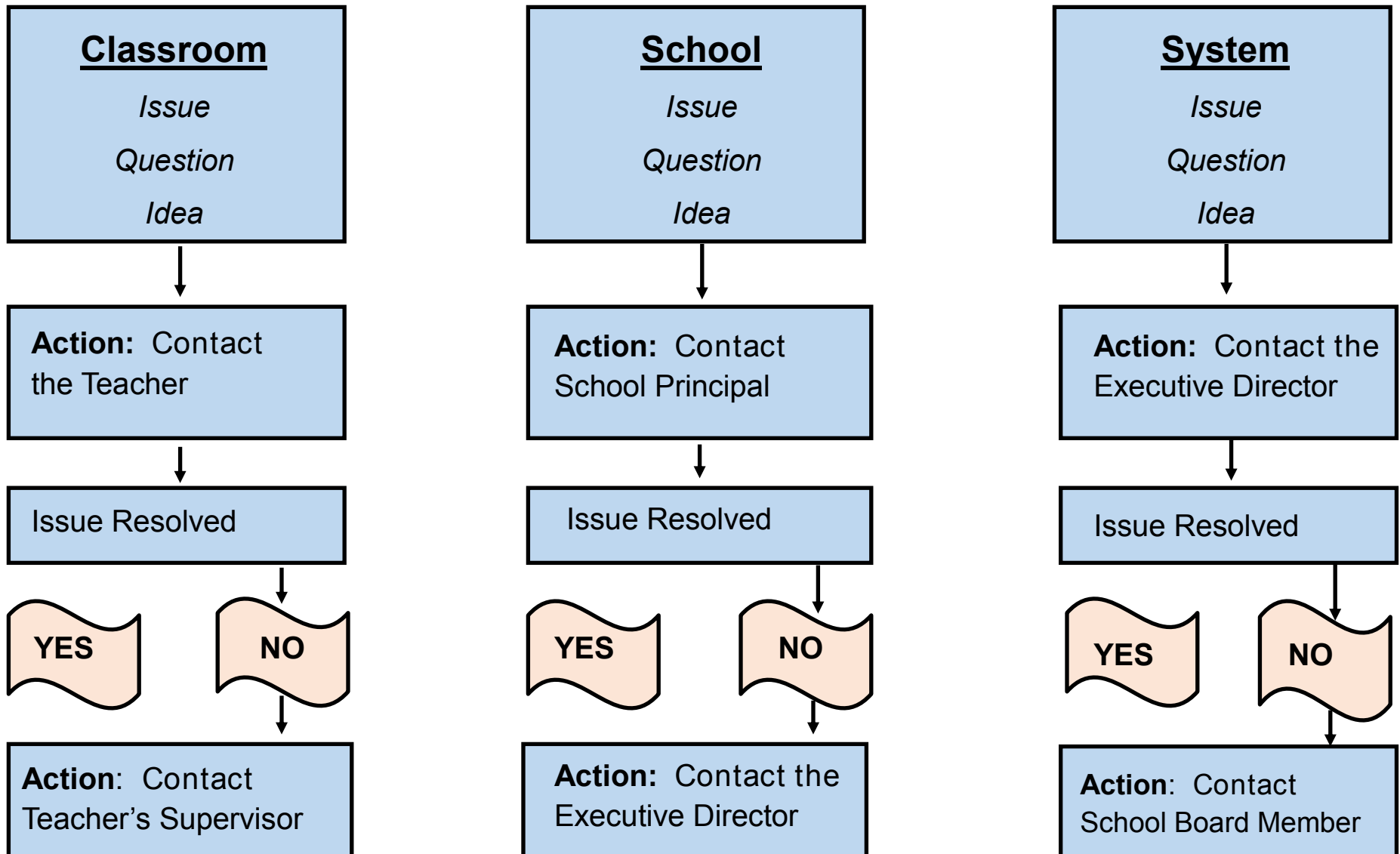
- It is important to emphasize that the Board will not become involved in a grievance until the final step of the process. Board members are expected to refer any member of the school community who may approach them with a grievance to the school's grievance policy and the proper process for resolving the issue. No action may be taken by any single Board member. Any action taken by the Board as a whole group is final.
- Contact Individual Board member aligned to each campus for your governance concern:
  - Lone Mountain K-8: Member – John Bentham at [john.bentham@somersetnv.org](mailto:john.bentham@somersetnv.org)
  - Losee Elementary School: Member – Eric Brady at [eric.brady@somersetnv.org](mailto:eric.brady@somersetnv.org)
  - Losee Middle High School: Board Chair – Cody Noble at [cody.noble@somersetnv.org](mailto:cody.noble@somersetnv.org)
  - North Las Vegas (NLV) K-8: Member – Sarah McClellan [sarah.mcclellan@somersetnv.org](mailto:sarah.mcclellan@somersetnv.org)
  - Sky Pointe Elementary School: Member – Will Harty at [will.harty@somersetnv.org](mailto:will.harty@somersetnv.org)
  - Sky Pointe Middle High School: Member – Travis Miser at [travis.miser@somersetnv.org](mailto:travis.miser@somersetnv.org)
  - Stephanie K-8: Member – Carrie Boehlecke at [carrie.boehlecke@somersetnv.org](mailto:carrie.boehlecke@somersetnv.org)

**Parent Teacher Organization (PTO)/Parent Advisory Committee (PAC) Meetings:** Each Somerset Academy schedules PTO or PAC meetings. These are productive forums in which parents can become greater involved at the school level and to express views. Please contact the office manager of your school for dates, times, and locations.

**Electronic Communication:** Helpful information regarding Somerset Academy of Las Vegas and individual campuses can be found at [www.somersetacademyoflasvegas.com](http://www.somersetacademyoflasvegas.com). The available links provided detailed information on all aspects of Somerset Academy. Parents are also encouraged to call their school to inquire access to the Parent Portal of Infinite Campus for up-to-date information on their child's progress (grades, attendance, and behavior).

# Somerset Academy of Las Vegas

## Effective Parent—School Communication





## SOMERSET ACADEMY OF LAS VEGAS GRIEVANCE POLICY

Somerset Academy of Las Vegas values open and proactive communication among and between the members of the school community, including parents, students, faculty, staff, administration, and the Board. Issues that are not dealt with directly can become destructive to the school community and, therefore, detrimental to the learning process of our students. The adults in the Somerset Academy community must model for its students a willingness to address conflict directly, respectfully, and at the lowest level possible, whenever possible.

As such, Somerset Academy's grievance policy consists of four steps that are designed for settling differences in a prompt and equitable manner. These procedures guide how any adult member of the school community – parent, employee (faculty or non-faculty), administrator, or other adult – is expected to express grievances about other members of the community.

The school's administration and Board both expect that conflicts will be addressed and dealt with following the fewest number of steps possible. The steps include:

- (1) addressing the situation directly with the other person(s) involved;
- (2) enlisting the assistance of an administrator to assist in facilitating a resolution;
- (3) preparing a written grievance for the Principal, who then reviews and acts upon that grievance as appropriate; and
- (4) meeting with the executive director, who receives input from both sides and reaches a conclusion as to the correct action going forward. If that action involves the administrator taking some action (including adopting procedures for use in future similar situations) then that recommendation would be presented to the administrator. If the administrator disagrees with executive director's recommendation then he would initiate a "hearing" in front of the board to finally resolve the issue.

It is important to emphasize that the Board will not become involved in a grievance until the final step of the process. Board members are expected to refer any member of the school community who may approach them with a grievance to the school's grievance policy and the proper process for resolving the issue. This process is designed to avoid Board micromanagement and the creation of factions within the school.