

# Title I Parent's Guide to

## Resolving School Concerns and Complaints

### at Non-Public Schools



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All **St. Mary's County Public School System** (SMCPS) employees are committed to parental, family, and community involvement in the educational process. We believe that our staff should encourage and engage parents/guardians, families, and community members as partners in educating our children. Together we can ensure success in school.

It is recognized that there will be times when a parent/guardian may need to ask school system employees to address a Title I concern at the participating non-public schools.

**This document outlines the role of each individual and the steps to follow when addressing school-based concerns.** We will continually strive to resolve all inquiries or problems as quickly as possible so that we can reach a mutual understanding that serves in the best interest of every SMCPS student.

**When a concern or issue develops, we encourage parents/guardians to direct their concerns to the school staff member most closely involved in the issue.** Communication and understanding of all perspectives are important in developing a fair and mutually beneficial solution to any concern. Every effort should be made to work with the Title I staff and administration to resolve problems and concerns. This process is designed to quickly address concerns.

The first step to resolving concerns and issues is to address them with the Title I teacher who is most closely and directly involved.

Through a process of cooperative agreement, the affected individuals can usually reach a mutually effective resolution.

If the issue cannot be resolved at this level, the parent(s)/guardian(s) should be referred to the school's principal.

The second step in resolving the concern is to contact the principal. The principal will take into consideration the needs of all parties. The principal will confirm that the parent/guardian has attempted to resolve the issue or concern with the Title I teacher or other school-based staff member, as appropriate.

If the concern still remains unresolved, the parent(s)/guardian(s) will be referred to the Executive Director of Supplemental Programs. The principal will forward any and all supporting documents regarding the concern to the Executive Director of Supplemental School Programs. Parent(s)/guardian(s) may and will be encouraged to submit applicable documentation to the Executive Director of Supplemental School Programs.

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#### **Complaint Process Summary**

**Go to:**

- Title I Teacher
- Non-Public School Principal
- Executive Director of Supplemental School Programs

## Contact Information Resolving Title I School Concerns and Complaints For Non-Public Schools

St. Mary's County Public Schools has an effective and established procedure for parents in an effort to resolve school concerns and complaints satisfactorily.

The established procedure is also followed for the non-public schools that receive Title I funding through SMCPs. The contact information for the non-public school officials is listed below and the SMCPs document *Title I Parent's Guide to Resolving School Concerns and Complaints at Non-Public Schools* is attached. It is best practice to resolve concerns at the lowest level.

The first point of contact is the certificated Title I teacher. The contact information is listed below:

<p><b>King's Christian Academy:</b> 301-994-3080</p> <p>Mrs. Michelle Sachs: <a href="mailto:mmsachs@contracted.smcps.org">mmsachs@contracted.smcps.org</a> Mrs. Kara Day: <a href="mailto:krday@smcps.org">krday@smcps.org</a></p> <p><b>Little Flower School:</b>301-994-0404</p> <p>Mrs. Patricia Donmoyer: <a href="mailto:pdonmoyer@contracted.smcps.org">pdonmoyer@contracted.smcps.org</a> Mrs. Kara Day: <a href="mailto:krday@smcps.org">krday@smcps.org</a></p>	<p><b>St. Michael's School:</b> 301-872-5454</p> <p>Mrs. Kara Day: <a href="mailto:krday@smcps.org">krday@smcps.org</a> Mrs. Beth Stencil: <a href="mailto:bsstencil@contracted.smcps.org">bsstencil@contracted.smcps.org</a> Mrs. Jodi Tenney: <a href="mailto:jntenney@contracted.smcps.org">jntenney@contracted.smcps.org</a></p>
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The second point of contact is the principal of each participating non-public school. The contact information is listed below:

<p><b>King's Christian Academy</b> Mr. Kevin Fry, Principal 20738 Point Lookout Road Callaway, MD 20620 301-994-3080 <a href="mailto:k.fry@kcacademy.net">k.fry@kcacademy.net</a></p>	<p><b>Little Flower School</b> Ms. Barbara Stirling, Principal 20410 Point Lookout Road Great Mills, MD 20634-3328 301-994-0404 <a href="mailto:lfsprincipal@littleflowercatholic.org">lfsprincipal@littleflowercatholic.org</a></p>	<p><b>St. Michael's School</b> Ms. Lila Hofmeister 16560 Three Notch Road Ridge, MD 20680 301-872-5454 <a href="mailto:principal@saint-michaels-school.org">principal@saint-michaels-school.org</a></p>
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If the concern has not been resolved satisfactorily with the teacher or the appropriate principal, the third point of contact information is listed below:

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