

## VISION

The vision of Leadership Preparatory Academy is to become the highest performing charter school in the nation.

## MISSION

The mission of Leadership Preparatory Academy is to develop scholars through a rigorous academic program that engages all stake holders by maximizing our student's potential to lead in the 21st century.



**LEADERSHIP PREPARATORY  
ACADEMY**

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HOW TO  
ADDRESS your  
CONCERNS with  
LPA...

*Leadership Preparatory Academy is committed to treating everyone with dignity and respect and encourages effective communication between parents and teachers.*

## WHAT PARENTS SHOULD DO WHEN THEY HAVE A CONCERN....

*The goal of Leadership Preparatory Academy is to provide a rigorous and challenging educational experience for students in grades kindergarten through grade eight. There are occasions when an issue arises that warrants a meeting to address a specific concern and/or complaint. Below is the procedure you will need to follow to ensure optimal resolution.*

### INFORMAL COMPLAINTS

The first step in resolving a concern, issue or complaint, is to address it with the classroom teacher or school based employee who is most directly involved. This can be done through an email, telephone call or scheduled appointment. We believe that through open dialogue and a cooperative spirit, resolutions can be reached at this level. We encourage all parents/guardians to make this the first step.

If the concern cannot be resolved with step one, the parents/guardians should contact the Chief Learning Officer (CLO). Once that contact has been made, the following actions will occur:

- The CLO will confirm that the parents/guardians have attempted to resolve the concern with the classroom teacher or other school based staff member. This usually occurs within twenty-four to forty-eight hours of the concern being communicated to the CLO.
- If the concern has not been resolved at the lowest informal level, then the CLO will schedule a meeting with all parties to determine an amicable resolution if possible.

### FORMAL COMPLAINTS

Concerns raised by parents/guardians about school personnel should be resolved as quickly as possible. Therefore, parents or guardians of students of LPA are urged to discuss their concern directly with the employee(s) in question when concerns surface.



**Step One (Level 1)** Concern/complaints against school personnel raised by a parent/guardian shall be resolved as quickly as possible. The first step in resolving all concerns/complaints shall be for the parent/guardian to meet with school personnel to try to identify the true issue(s). It is expected that the majority of issues between a parent/guardian and school personnel will be resolved at this first meeting.

**Step Two (Level 1a)** If concerns are not resolved with school personnel at step one, the parent/guardian shall meet with the CLO to try to resolve the identified issue. If no resolution is reached with the CLO, the complaint may proceed to the formal level.

**Step Three (Level 2)** The parent/guardian shall put their concerns in writing using the Board approved forms, and submit to the CLO. The CLO shall investigate the concern/complaint and shall respond in writing within ten working days of receipt of the written complaint or concern lodged against any school personnel by a parent/guardian. If the complaint is against the CLO, the complaint should be submitted to the CEO.

**Step Four (Level 3)** If the parent/guardian finds the CLO's proposed resolution to be unsatisfactory, an appeal may be made to the CEO of LPA. The parent/guardian shall follow the established procedure and submit the written complaint and the CLO's written response along with any relevant/documentation to the CEO who shall respond to the parent/guardian, the CLO, and the complainant within ten working days.

**Step Five (Level 4)** If the response of the CEO is unacceptable to the parent/guardian an appeal may be submitted to the Board Chair of LPA who will respond in writing to the parent/guardian, the CLO, CEO and complainant within 21 working days of receipt of the appeal from the parent/guardian.

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