



GOOD FOUNDATIONS ACADEMY

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Communication and Grievance Escalation Policy

PURPOSE

To encourage and ensure positive communication within the community

POLICY

Communication, trust, and effective decision-making are the foundation of a successful school. It is imperative that we are respectful toward all members of our school community as we work together on behalf of all our students. At GFA, staff, parents, and students work hard to maintain a positive communication process so that we can discuss ideas and address issues and concerns in an open and timely manner.

This process is designed to ensure a consistent avenue of communication for all members of the GFA community. Concerns are communicated directly to the appropriate person and information is clarified at its source.

Steps in the Communication Process

- If question, suggestion, or concern is general (e.g., curriculum, school or policies, programs, events), communication should be addressed to the Office Manager.
- If specific to your child, communication should be addressed directly to the teacher through email, phone call or request for an appointment.
- If your question, concern, or issue needs further attention, it should be addressed to the Executive Director through email, phone call or request for an appointment
- If additional attention is warranted, after prior channels have been exhausted, questions, concerns, or issues can be addressed to the Board of Directors, through email, including a request for an appointment or mediation with other Staff members.

Most concerns can be resolved quickly by using the above policy. If, however you are not satisfied with the Executive Director or Board's response, a further grievance may be submitted to Utah State Office of Education at the following address; 250 East 500 South Salt Lake City, UT, 84111

Anonymous Communication

Anonymous letters or other anonymous communications will not normally be considered. The exceptions to these approaches will be anonymous communications which allege criminal offence, fraud, abuse of a student and is accompanied by, or there exists, supporting information which suggests the allegation can be substantiated.