

Grievance Procedure for Parents

Marblehead Children's Center works hard to establish a partnership with our parents. We feel open communication with our families is the best way to solve any differences or difficulties. That being said we also realize that unanticipated issues arise. The following is a procedure to help you negotiate any conflict you may have with any staff member.

1. Talk to both classroom teachers and set up a time for a meeting with the teachers and one or both on site directors.
2. The meeting should be an opportunity for all parties to discuss the situation. If a resolution is not possible another meeting with the executive director should be made.
3. The executive director's goal will be to conduct an investigation if necessary and then meet with parents and teachers to solve the problem.

Parent's Signature and Date