



Family Issue Resolution Process

Partnership with families is a core value of our school and an essential element to your student's success in school. We know conflict will arise during the school year. As partners, we are responsible for modeling positive conflict resolution processes. We want to hear your concerns and to resolve those concerns as quickly and efficiently as possible. If you have a concern, please do not hesitate to reach out by following the procedure below:

<p>Step 1: Talk to the Involved Staff Member</p>	<p>If you have a concern about an interaction between your scholar and another scholar at NLCP, please contact the teacher who either witnessed or has the most context related to the specific incident. We expect NLCP families to show honor by avoiding direct confrontation with NLCP scholars.</p> <p>If you have a concern about a teacher or another staff member at NLCP, please contact that person via email or phone to request a phone call from or an in-person meeting with that staff member. Whenever possible, we encourage parents to speak directly with staff members to resolve concerns.</p> <p>If you do not have an NLCP staff member's contact information, please call our NLCP Collins Campus at (773) 542-6667 or Christiana Campus at (773) 542-1490 to obtain it.</p>
<p>Step 2: Notify School Leadership of the Issue</p>	<p>If you are unable to successfully resolve your concern after speaking with the involved staff member, please request a meeting with a member of our leadership team by contacting the main office. Please be sure to provide a summary of your concern as well as your availability for a phone call or an in-person meeting. Within 24 - 48 hours, our team will return your call or schedule an in-person meeting time (we will do our best to schedule the actual meeting to take place within 48 hours of your original request. Please note that in-person meetings generally cannot be accommodated without advance notice and scheduling.</p>
<p>Step 3: Contact the Chief of Staff</p>	<p>In all schools, parents, guardians, or community members should first attempt to address their concerns with the established leadership within the school. However, in the event you are unable to resolve your concern after following the procedure above, please contact our Chief of Staff, Erin Simunovic at Stakeholderconcerns@nlcphs.org. While our school is a part of CPS, we have our own network who handles concerns related to our school.</p>
<p>Step 4: Contact the Board of Directors</p>	<p>If your questions or concerns are not adequately resolved by school leadership or the Chief of Staff, please contact our Board of Directors at boardconcerns@nlcphs.org</p>
<p>Step 5: Contact the Office of Innovation and Incubation</p>	<p>If your questions or concerns are not adequately resolved by the steps above, please contact the Office of Innovation and Incubation at 773-553-1530.</p>