



*“Educating Today’s Children for Tomorrow’s World”*



**Stephanie Coletto**  
Principal

**Lisa Horn**  
Assistant Principal

## **Complaint Procedure Policy**

### **Morikami Park Mission Statement**

Working together with Open and Inquiring minds to develop Responsible and Respectful citizens who are Lifelong learners Dedicated to success within a global society.

### **Vision**

Morikami Park Elementary School is committed to excellence in *“Educating Today’s Children for Tomorrow’s World.”*

### **Purpose**

The purpose of this policy is to outline the procedures stakeholders must take when they have a complaint.

### **Principles:**

1. All relevant stakeholders will have an opportunity to submit a complaint and will be treated equally throughout the process.
2. Your complaint will be taken seriously
3. We will not take action against anyone who submits a reasonable complaint.
4. Every attempt will be made to establish relevant facts and examine the issue fairly and comprehensively before any action is taken.
5. Your complaint will be dealt with in a timely manner. We will update you on the process and status of your complaint as appropriate.
6. This complaint procedure will be reviewed every year to ensure it continues to be effective.

### **Procedures**

- ❖ **Bullying:** Follow district procedures by completing a Student Mistreatment Report located in the front office and/or complete a Bullying/Harassment Anonymous Drop-Box Report and file it in the drop boxes placed at various locations on the campus or complete the online Bullying and Harassment Report. A student can also call Safe Schools’ centralized Bullying Anonymous Hotline Telephone to report concerns of bullying 561-434-8200.

- ❖ **Point of Origin:** We believe suggestions or complaints should be handled as close to their origin as possible. If a student or parent has a complaint about a member of staff (*e.g. a teacher, coordinator, or administrator*), they should act immediately and either 1) speak directly to the person responsible or 2) write to the person responsible, outlining the nature of the complaint with the purpose of resolving the matter informally. The complainant shall describe the concern, identify the impact, and identify a suggested resolution. The member of staff to whom the complaint is referred will investigate it and respond within 5 working days with a proposed resolution to their concern. Should the matter not be resolved within 5 working days or in the event that a satisfactory resolution is not reached, then you are advised to proceed with the complaint to the next stage of this procedure.
- ❖ **Assistant Principal/Principal:** If the complaint is not resolved to the satisfaction of the complainant within 5 days of receipt of the complaint, the individual may choose to submit a written complaint to the Assistant Principal (or Principal, if the complaint is about the AP), who will then meet with the complainant to discuss the concerns. The meeting may include the staff member who was involved at the point of origin. Within 10 working days after receiving the written complaint, the AP or Principal will respond with a proposed resolution to the written complaint. All written complaints submitted to the AP or Principal will be filed together with written responses or records of verbal responses at the point of origin.
- ❖ **Ethical violations and/or Misconduct Complaints:** contact the school Principal.

### **Evaluation of Policy**

The IB faculty and administration remain deeply committed to ensuring the success of the complaint procedure policy. Toward this end, the faculty and administration will review the policy regularly with an eye toward improvement. The policy will be reviewed annually by the school's leadership team and the School Advisory Committee. This policy was last reviewed in August 2023.

### **Policy Distribution**

School Website: <https://www.palmbeachschools.org/MorikamiParkElementary>

### **Complaint Procedure Committee**

Stephanie Coletto- Head of School

Lisa Horn- Assistant Principal

Amy Mercier- IB Coordinator

Sara Goldberg- Guidance Counselor



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*Morikami Park Elementary School a 2020 National Blue Ribbon School*

[www.palmbeachschools.org](http://www.palmbeachschools.org)

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