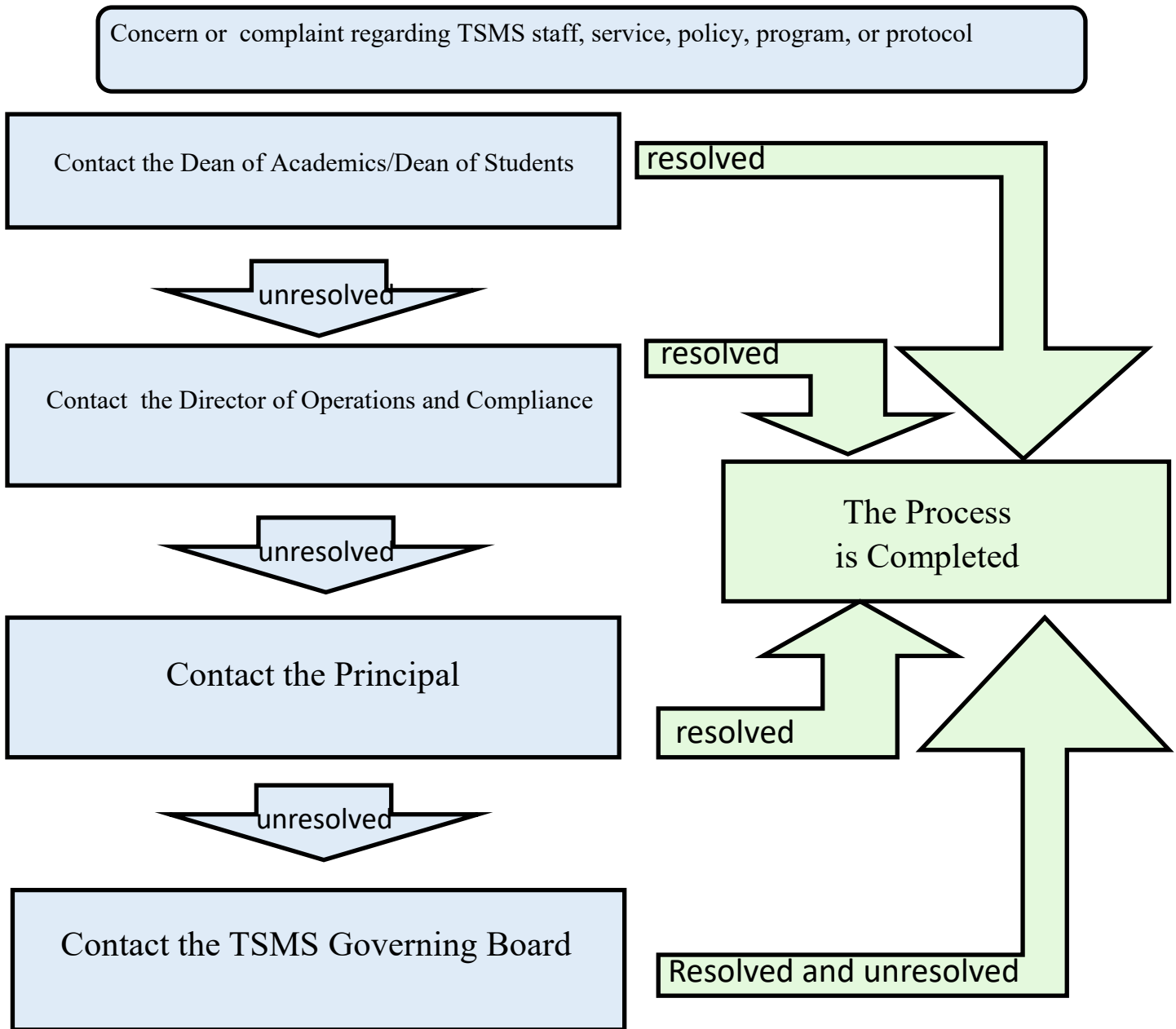


TSMS
GRIEVANCE PROCEDURE FLOW
CHART



If the grievance involves a situation in the classroom, parents should seek to resolve the issue with the classroom teacher in a manner that is not disruptive to the learning environment via email or a scheduled meeting.

- ◆ The complaint should be submitted in writing within 3 days of incident.
- ◆ The complaint should include the following information: name, date, incident details, and previous actions taken if any.
- ◆ Allow up to five working days for the matter to be resolved or followed up.
- ◆ If the concern is not addressed or not addressed to your satisfaction, please contact the next supervisor in the order described in the chart .