



Plato Learning Academy

“Working Collaboratively, Thinking Critically, Achieving Academically”

Parent Issue Resolution Process

Overview

Plato Learning Academy strives to provide a quality educational experience for all its stakeholders including staff, students, parents, and community partners. We realize that, despite our best intentions, that parent issues and concerns will inevitably arise. As part of our open communication philosophy, parents are encouraged to bring those concerns to the school using the process outlined below.

Step 1: Who Should You Speak To

- Classroom Teacher – You should contact your child’s Classroom Teacher if your issue/concern pertains to a classroom related incident. This can include Group 1 and Group 2 behaviors as outlined in the Students Rights and Responsibilities Handbook. This can also include questions regarding classroom policies, practices, and procedures such as homework and bathroom breaks.
- Dean of Students – You should contact the Dean of Students if your issue/concern pertains to a school-wide discipline. The Dean of Students is responsible for addressing issues beyond simple classroom infractions including Group 3 and Group 4 behaviors as outlined in the Students Rights and Responsibilities Handbook. This can also include questions regarding dress down days and bullying.
- Office Clerk – You should contact the Office Clerk if your issue/concern pertains to enrollment. The Office Clerk is responsible for addressing enrollment issues including application submissions, missing health forms, and attendance questions.
- School Counselor – You should contact the School Counselor if your issue/concerns pertains to the high school application process. The School Counselor is responsible for helping students to complete the GoCPS application, visit high schools, and apply for scholarships.
- Principal – You should contact the Principal if your issue/concern pertains to any of the above items and you feel that it was not addressed appropriately. Additionally, any Group 5 or Group 6 behaviors as outlined in the Students’ Rights and Responsibilities Handbook will be addressed by the Principal. Any issues/concerns pertaining to staff professionalism should also be addressed with the Principal.
- AQS Board of Directors – You should contact the AQS Board of Directors if your issue/concern pertains to any of the above items and you feel that it was not addressed appropriately by the Principal.
- CPS Office of Innovation & Incubation – You should contact the Office of Innovation & Incubation if your issue/concern pertains to any of the above items and you feel that it was not addressed appropriately by the AQS Board of Directors.

Step 2: Methods of Contact

- Class DOJO – Every teacher maintains a Class DOJO for their respective classrooms. This app allows parents to communicate with the classroom teacher at any time. Please understand that teachers are expected to respond to any message within 24 hours. If you have signed up for the app, please contact your child’s teacher for more information.
- Email – All staff members have an email address that can be found on the school website. Parents are welcome to email any staff member at any time. Please understand that staff members are expected to respond to any email within 48 hours.
- Phone call – Parents can call the school at any time to speak with a staff member. Please understand that teachers do not have phones in their classrooms and will not be called out of class to take a call. The Dean of Students, the Office Clerk, the Principal, and the AQS Board of Directors can be reached via phone. Should your point of contact be unavailable, we ask that you leave a message that will be returned within 24 hours.
School Phone – 773.413.3090
AQS Board – 312.226.3355
- In-Person Meeting – Parents are welcome to visit the school at any time. However, meetings with staff members must be scheduled in advance. This allows the school to secure coverage when needed.

Understandings

- Understand that we take all issues/concerns seriously. However, with managing multiple aspects of a school it may take us some time to address them. We ask that you please be patient with us and respect the timeframes outlined above.
- Understand that addressing issues/concerns often requires us to conduct investigations. This means that we may not be able to resolve your issue/concern immediately. Please know that we will provide you with updates as we work to address your issue/concern.
- Understand that we respect your right to bring forth issues/concerns. We strive to have the most positive relationship with all of our stakeholders and will not allow issues/concerns to negatively impact those relationships.