



### **Protocol for Filing Complaints and Concerns**

If I have a concern or complaint regarding my child's charter school, whom can I talk to? The protocol for filing and addressing complaints at each of our charter schools will vary slightly depending on the campus:

#### **For Amana Academy "North" authorized by Fulton County Schools:**

First the parent should contact school personnel and attempt to resolve the issue at the school level using the escalation process steps outlined below. If resolution is not found at the school level, then the concern should be directed to the charter school's governing board. If the issue is still not resolved through school personnel or the governing board, then the parent should contact Fulton County Schools Charter Department. Finally, if resolution is not found there, the parent should contact the State Department of Education Charter Division.

While Fulton County Schools retains ultimate authority over approved charter schools, it is a FCS practice to request that parents work through the processes identified by the charter school to resolve school-level issues. Fulton County Schools respects the autonomy of the charter school and will not become involved in school level matters unless there is a serious issue such as a health or safety concern, federal or civil rights compliance issues, or evidence of criminal wrongdoing.

#### **For Amana Academy West Atlanta authorized by the State Charter School Commission (SCSC):**

First the parent should contact school personnel and attempt to resolve the issue at the school level using the escalation process steps outlined below. If resolution is not found at the school level, then the concern should be directed to the charter school's governing board. If the issue is still not resolved through school personnel or the governing board, then the parent should contact the SCSC (or Georgia Department of Education).

