




Community Concern Informal Resolution Process MAP

Use this printable checklist to help guide your progress through the informal concern process.

Purpose: The purpose of this document is to clearly communicate the process for community members to obtain prompt and equitable solutions to informal concerns. **At no time does engagement in this process suspend the right to file a formal complaint. This process is designed to bring structured support to informally resolving concerns.** In addition, the Office of the Ombuds is also available as a confidential resource to discuss options. Ombuds@fcps.org

Staff Level Discussion	Principal Led Discussion	Director Led Discussion
<ul style="list-style-type: none"> <input type="checkbox"/> Contact the staff member involved (by email, note or phone) and explain your concern. Identify what remedy you are seeking to resolve your concern. <input type="checkbox"/> Staff will set up a time to speak with you or respond to your email. <input type="checkbox"/> After the concern is discussed, the school staff will respond in writing to summarize the outcome of your discussion. <div style="text-align: center; margin-top: 20px;">  </div>	<ul style="list-style-type: none"> <input type="checkbox"/> If you are not satisfied with the resolution of the staff member, contact the Assistant Principal or Principal (by email, note or phone) and explain the concern. <input type="checkbox"/> Concerns regarding assistant principals or teachers should be shared with the principal. <input type="checkbox"/> The Principal's office will contact you within three (3) school days to schedule a meeting to discuss your concern. <input type="checkbox"/> After the concern is discussed, the principal or designee will respond in writing to summarize the outcome. <div style="text-align: center; margin-top: 20px;">  </div>	<ul style="list-style-type: none"> <input type="checkbox"/> If your concern directly involves the Principal or you are not satisfied with the response from school administration, contact the school director by filling out this FCPS Concern Resolution Process Form. Please forward the written response from the school in your communication to the director. <input type="checkbox"/> The director will contact you within three (3) school days to schedule a meeting or conversation to discuss your concern. <input type="checkbox"/> After the concern is discussed, the director will respond in writing to summarize the outcome and provide information about formal resolution options. <div style="text-align: center; margin-top: 20px;">  </div>

The Office of the Ombuds is available as a confidential resource to discuss options. Please see [website link here](#) or email Ombuds@fcps.org