

Parents, have a complaint or concern?

At Liberty STEAM Charter, we want to make sure we are always setting up scholars for success. With that being said, please always reach out to us if there is something you need assistance with. If you have a complaint or concern, please **ALWAYS** try to speak with that staff member directly first. If you are unable to get in contact with that person then you can follow the protocol below.

Teacher Complaint or Concern

Have you tried reaching out to the direct staff member first?

YES

NO

The teacher has not responded within the 24 - 48hr timeframe.

It has been less than 48hrs, but this is a pressing concern.

Please use the contact page in your scholar's agenda to call, text, and/or email the teacher.

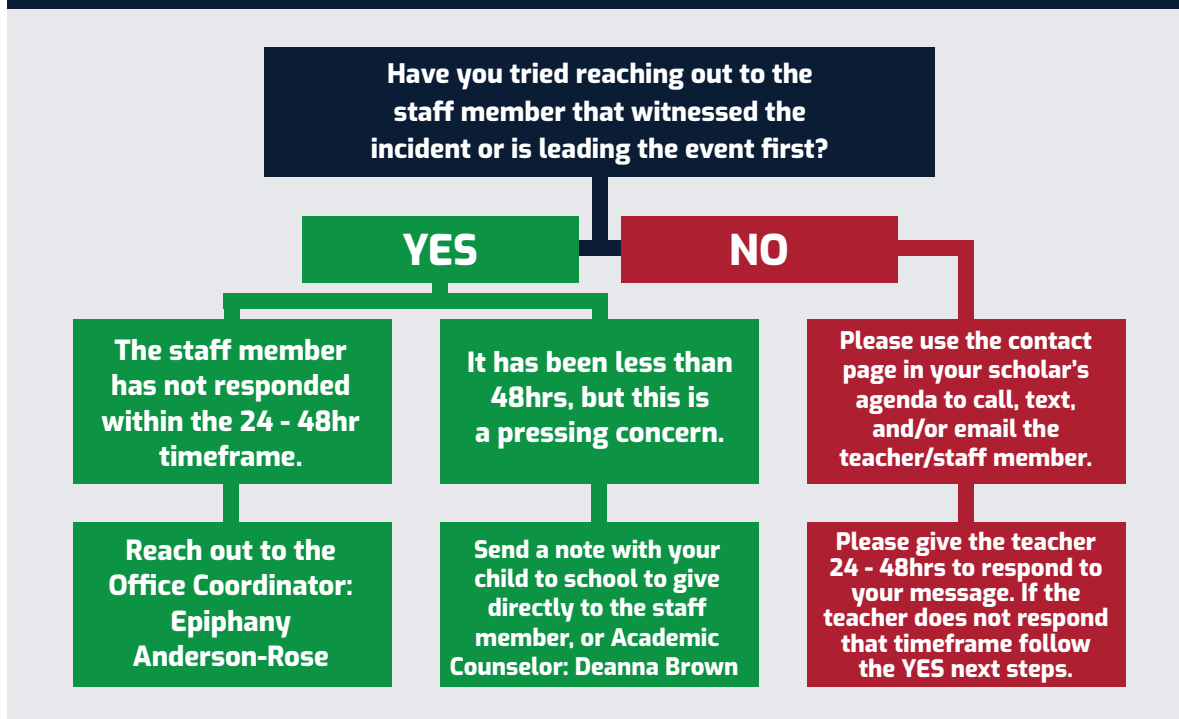
Reach out to that teacher's manager:
Sherman Logan
SpEd: Henry Watson

Send a note with your child to school to give directly to the teacher or our Academy Instructional Coach:
Tanya Peckham.

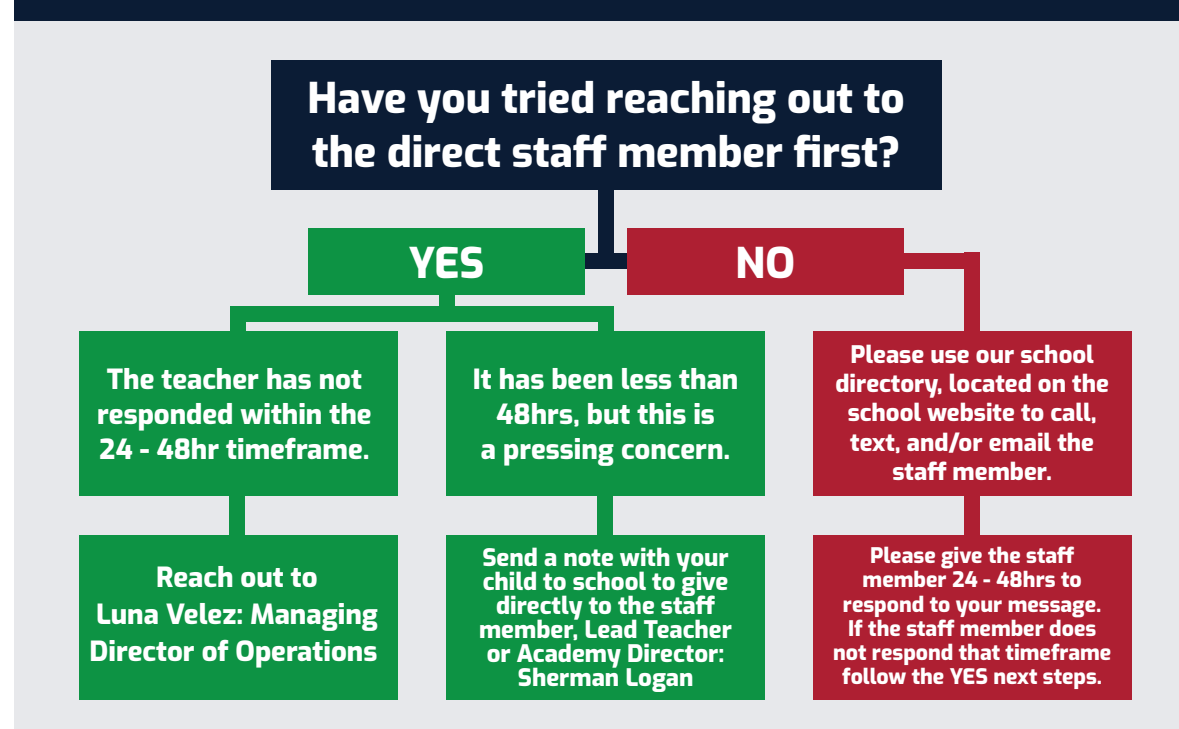
Please give the teacher 24 - 48hrs to respond to your message. If the teacher does not respond that timeframe follow the YES next steps.



Culture Complaint or Concern



Front Office / Nurse / Cafeteria Complaint or Concern



If you have exhausted the final step in the above outlined procedure and the concern/complaint is still unresolved, contact the Executive Director (Dr. Khalil Graham).

If you have made a good faith attempt to achieve resolution with the Executive Director (Dr. Khalil Graham) regarding your concern/complaint and it is still not resolved, contact the Chairman of the Board of Directors.
board@libertysteamcharter.org

Format for All Liberty E-mail Addresses: letteroffirstnamelastname@libertysteamcharter.org

