

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.

COVID-19 Complaint or Concern

Please send all complaints or concerns regarding Covid-19 to covid@libertysteamcharter.org. We will respond within 24 - 48 hours during regular school hours.

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.

Reach out to that teacher's manager, Sherman Logan at Slogan@libertysteamcharter.org.
SpEd, Nicky Pack at Npack@libertysteamcharter.org.

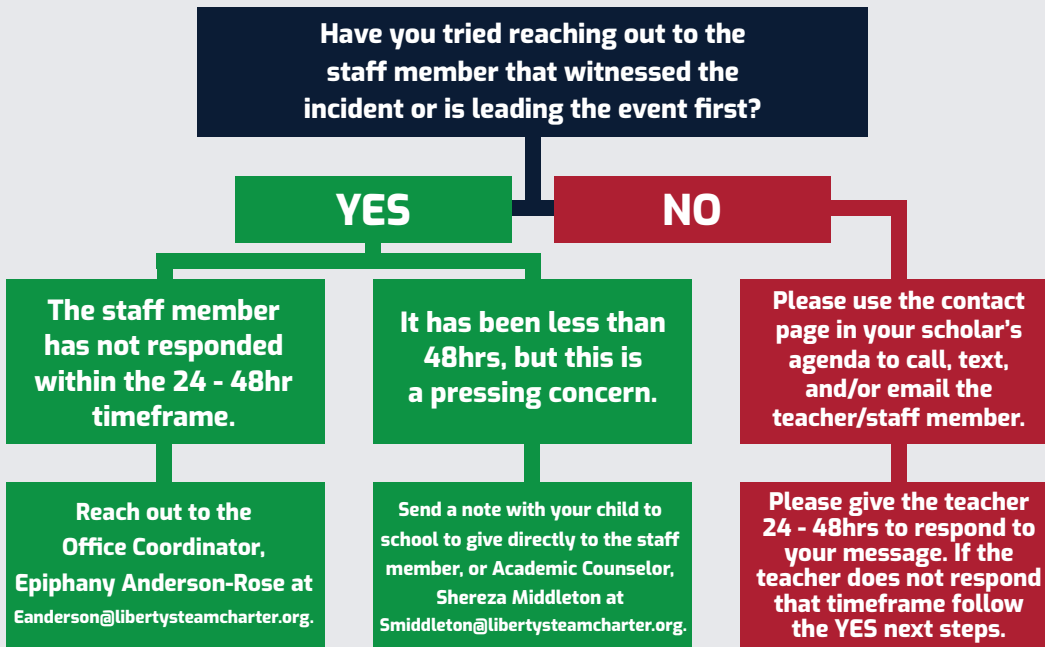
It has been less than 48hrs, but this is a pressing concern.

Send a note with your child to school to give directly to the teacher or our Academy Instructional Coach, Tanya Peckham at Tpeckham@libertysteamcharter.org.

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

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 a front office, nurse or cafeteria complaint or concern please email the Campus Director of Operations, LaQuanya Chambers at lchambers@libertysteamcharter.org.

If you still have concerns please reach out to the Managing Director of Operations, Dixie Hardy at dhardy@libertysteamcharter.org.

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

If you have made a good faith attempt to achieve resolution with the Interim Executive Director (Dr. Trevor Ivey) 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

