

## Elementary Campus

903 6th Ave Court NE  
Isanti, MN 55040  
(763) 444-0342 phone  
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[www.artandscienceacademy.k12.mn.us](http://www.artandscienceacademy.k12.mn.us)

## Middle School Campus

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(763) 444-0337 fax

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At Art and Science Academy, we are committed to providing a positive and productive learning environment. We value the feedback and concerns of our students, parents, and staff, and encourage open communication. To ensure that concerns are addressed effectively and fairly, we have established the following complaint process:

### 1. Step 1: Contact the Teacher

- **What to Do:** If you have a concern regarding your child's classroom experience, we encourage you to first reach out directly to the teacher. Teachers are often able to provide immediate solutions and clarify any misunderstandings.
- **How to Contact:** You can contact the teacher via email to schedule a meeting or discuss your concerns.

### 2. Step 2: Contact the Principal

- **What to Do:** If the issue is not resolved after speaking with the teacher, or if your concern involves a broader school issue, you should next reach out to the school principal. The principal will work with you and the teacher to find an appropriate resolution.
- **How to Contact:** The principal can be contacted via email or phone to arrange a meeting or discuss your concerns.

### 3. Step 3: Contact the Executive Director

- **What to Do:** If your concern remains unresolved after following the previous steps, you may escalate the issue to the Executive Director. The Executive Director will review the matter and take appropriate action to address your concerns.
- **How to Contact:** Please submit a formal complaint in writing via email or mail to the Executive Director, including all relevant details and previous steps taken to resolve the issue.

### 4. Step 4: Contact the Board Chair

- **What to Do:** If the issue persists after consulting with the Executive Director, escalate the matter to the Board Chair. The Board Chair will assess the situation and determine the next course of action based on the school's policies and governance procedures.
- **How to Proceed:** Submit a written request via email to the Board Chair, providing a summary of the conflict, actions taken so far, and any supporting documentation. Ensure that all relevant parties are included in the communication.

### 5. Step 5: Request Agenda Item for Board Meeting

- **What to Do:** If further resolution is needed, request that the matter be added to the agenda for the upcoming Board Meeting. This allows the issue to be discussed and addressed with input from the full Board.

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- **How to Proceed:** Send a formal email request to the Board Secretary or the designated officer responsible for managing the meeting agenda. In the request, outline the nature of the conflict, steps already taken, and why it requires Board consideration. Be sure to submit the request within the required time frame for inclusion in the meeting agenda.

**6. Step 6: Contact the School's Authorizer**

- **What to Do:** If the issue remains unresolved after following all previous steps, you may contact Art and Science Academy's authorizer, The Minnesota Guild. The authorizer will review the situation and take appropriate action based on the provided information.
- **How to Proceed:** Send an email to Jim Zacchini at [James.Zacchini@guildschools.org](mailto:James.Zacchini@guildschools.org), including all relevant details about the complaint, previous steps taken, and any supporting documentation.

**Additional Notes:** We encourage all parties to maintain a respectful and constructive approach when addressing concerns. Complaints should be specific and provide as much detail as possible to facilitate effective resolution. Art and Science Academy is committed to confidentiality and will handle all complaints in accordance with our policies and applicable laws.

Thank you for your cooperation in following this process. By working together, we can ensure a supportive environment for all members of our school community.