



Complaint Resolution Policy

Communication is paramount within the Frontier community. Most complaints can be resolved by informal discussions between the complainant and the employee or the employee's principal. The formal complaint process is reserved for complaints which are not resolved after the informal process has been attempted.

Informal Complaint Resolution

Complaints should be first directed to the staff member involved to work through the problem to get it resolved. If talking with the staff member directly does not resolve the complaint, document (write) the complaint and attach any documentation available. Send the written complaint to the principal. The principal will get back to you within three days to assist you in resolving the difficulty.

Formal Complaint Resolution

If written communication to the principal does not satisfactorily resolve the issue, contact an APC member. Send the written complaint and any paperwork. If the APC member feels further review is warranted, he/she may offer to accompany you to a meeting with the principal to resolve the issue. If a meeting between the APC member, complainant, and the principal does not result in a satisfactory resolution, a subcommittee (3 APC members) will be appointed by the chair to conduct a hearing and make a ruling. The ruling of the subcommittee shall be final.