

## **Poe Elementary**

### **Complaints Procedures**

The faculty and staff at Poe Elementary work to foster open communication with the community. We value input from all stakeholders as we continually reflect on and improve the practices on our campus. It is our goal to be supportive and responsive to all stakeholders as best as we can. If families or community members have a question, concern, or complaint, they are encouraged to discuss these with the leadership team so that an appropriate solution can be reached.

For families or community members expressing a question, concern, or complaint, the following steps shall be followed:

1. **Point of origin**-the first step is to discuss the issue at the point of origin (teacher, administrator, etc.). Discussing the issue at the point of origin can help resolve the issue quickly and informally. Please reach out to the faculty or staff member via email to set up an in-person or phone conference to discuss the issue.
2. **Administration support**-if the issue is not resolved using the procedures in step 1, families and community members can contact Head of School Jon Alaniz (principal) or assistant principals Lydia Vargas or Marilena Marroquin.
  - a. IB PYP Program-If there are questions or concerns regarding the IB PYP program, please contact IB coordinator Megan King.
3. Additionally, see <https://www.houstonisd.org/parentassistance> for district assistance in addressing concerns, issues, and conflicts.

To ensure that all stakeholders are aware of our complaints procedures, this document will be made publicly available to the community on our website. The complaints procedures will be reviewed and revised as needed to ensure our commitment to effective communication.