



Colony Middle School

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CMS Complaint Process

Purpose & Background

The purpose of this process is to help parents effectively support their child following an incident with another student. Middle school can be a challenging time for adolescent students as they are going through a multitude of changes physically, emotionally, and cognitively. This time period sees students change from being children to young adults in just a few short years. Adolescent students are still developing skills in the areas of self-advocacy, boundaries, impulse control, empathy, forethought, and individual accountability. It is very common for these areas to be the source of conflicts in a middle school. The CMS staff is committed to supporting all students through these situations with thorough investigation, supportive follow-up, and fair consequences when appropriate.

Parent Complaints about Students

Step 1: Determine minor vs. major behaviors. When a student reports the behavior of a peer that violates CMS policies, first determine what type of behaviors have occurred.

- **Minor Behaviors** – These include a wide range of unkind, inappropriate, and disruptive behaviors that are unacceptable in a school environment. These behaviors need to be addressed so they do not continue, but do not present an immediate safety threat.
- **Major Behaviors** – This type of behavior includes safety related situations such as repeated verbal or physical harassment, hate speech, sexual harassment, physical assault, or any other conduct that is illegal. These behaviors present significant safety concerns and must be addressed immediately by school administrators.

Step 2: Report the situation. Reporting situations as outlined below helps school staff respond efficiently to the broad range of reports that we receive.

- **Minor Behaviors** – The best way to report minor behaviors is to complete a See Something Say Something form. This digital form is available on the CMS website. School administrators read every report that comes in and we investigate each situation appropriately. You can leave these reports anonymously if you choose.
- **Major Behaviors** – The best way to report major behaviors is to call the main school number and ask to speak to an administrator about a safety related situation. Sometimes you may have to leave a voicemail message, but we will respond as soon as possible. Safety related situations take top priority.