



Colony Middle School

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John Gardner, Principal

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CMS Complaint Process

Purpose & Background

The purpose of this process is to help parents effectively support their child following the report of an incident with a staff member. The entire CMS staff is committed to doing what is best for our students and their education. If students come home concerned about anything at school, we want to know about it. 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 personal skills in the areas of self-advocacy, boundaries, forethought, planning, and individual accountability. Supporting students through healthy and appropriate conflict resolution helps them build their skills in these areas. The CMS staff is committed to openness, transparency, and collaboration with parents to resolve any conflicts that occur.

Parent Complaints about Staff

Step 1: Contact your child's teacher directly. CMS teachers welcome conversations with parents anytime there is a concern. Email is a great tool, but sometimes a phone call is better. Teachers are professionals and have experience navigating this type of situation with students and parents. Direct and honest communication that is centered on how best to support students is always welcome.

Step 2: Contact CMS school administrators. If you still have concerns after you have visited with the teacher, or you believe the situation needs an administrator to investigate it immediately, please contact the school by phone. Ask to speak to an administrator about a staff member concern. Email is not the best tool for this type of report. If you have not already talked to the teacher, administrators will ask you to do that before responding to the concern in most situations.