



LOCATION	
AMANA NORTH	✓
AMANA WEST	✓

STATUS	
DRAFT	
ADOPTED	✓

POLICY NAME	Communicating Concerns Policy			POLICY NO.	
EFFECTIVE DATE	September 30, 2024	DATE OF LAST REVISION	September 30, 2024	VERSION NO.	2.0
OWNER	Board Governance Committee Chair	CONTACT INFORMATION	info@amanaacademy.org		
APPLIES TO					
FACULTY		BOARD		STUDENTS	✓
PARENTS	✓	VISITORS		CONTRACTORS	
CATEGORY					
ACADEMIC	✓	FINANCIAL		OPERATIONAL	
REVIEW CYCLE					
QUARTERLY		BI-ANNUAL		ANNUAL	✓

LEGAL

POLICY DETAILS

Protocol for Filing Complaints and Concerns

If I have a concern or complaint regarding my child’s charter school, whom can I talk to? The protocol for filing and addressing complaints at each of our charter schools will vary slightly depending on the campus:

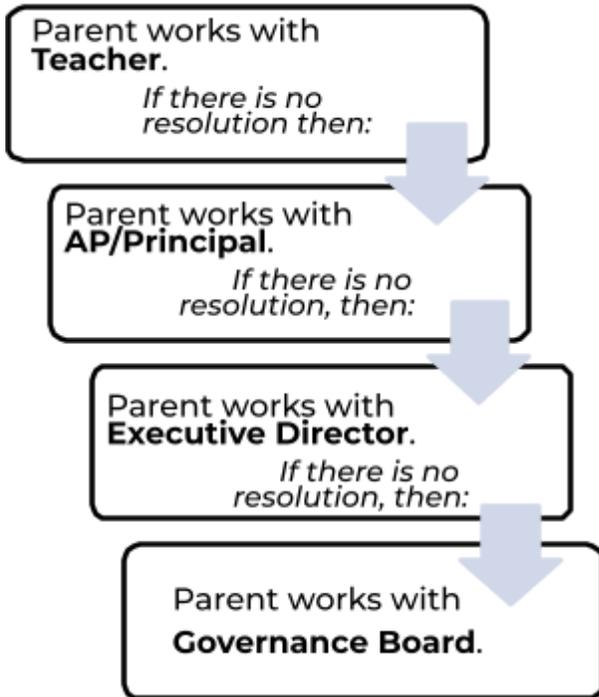
For Amana Academy “North Fulton” authorized by Fulton County Schools:

First the parent should contact school personnel and attempt to resolve the issue at the school level using the escalation process steps outlined below. If resolution is not found at the school level, then the concern should be directed to the charter school’s governing board. If the issue is still not resolved through school personnel or the governing board, then the parent should contact Fulton County Schools Charter Department. Finally, if resolution is not found there, the parent should contact the State Department of Education Charter Division.

While Fulton County Schools retains ultimate authority over approved charter schools, it is a FCS practice to request that parents work through the processes identified by the charter school to resolve school-level issues. Fulton County Schools respects the autonomy of the charter school and will not become involved in school level matters unless there is a serious issue such as a health or safety concern, federal or civil rights compliance issues, or evidence of criminal wrongdoing.

For Amana Academy West Atlanta authorized by the State Charter School Commission (SCSC):

First the parent should contact school personnel and attempt to resolve the issue at the school level using the escalation process steps outlined below. School personnel are expected to reply in a timely manner, with a goal of no later than 48 business hours after receipt of the communication. If resolution is not found at the school level, then the concern should be directed to the charter school’s governing board. If the issue is still not resolved through school personnel or the governing board, then the parent should contact the SCSC (or Georgia Department of Education).



⇐ Follow these steps when communicating concerns or complaints.

TERMS AND DEFINITIONS

Define any acronyms, jargon, or terms that might have multiple meanings.

TERM	DEFINITION

RELATED DOCUMENTS AND OTHER REFERENCES

ROLES AND RESPONSIBILITIES

List the job titles and business offices directly responsible for documents.

ROLE	RESPONSIBILITY
Executive Director	Update per SCSC Monitoring cycle and applicable laws.

Governance Committee Chair	Board adoption process
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VERSION HISTORY

VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1.0	Board	9/30/2024		Ehab Jaleel
2.0	Governance Committee	9/17/2025	Update to new format	Ehab Jaleel

ADDITIONAL NOTES

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