

Procedures for Addressing Concerns

Establishing positive relations between the School and its parents and families is of the utmost priority. For this reason, every effort will be made to handle disputes in the most productive manner possible. The following steps have been outlined to facilitate resolution of such issues:

Step 1

Make an appointment to clarify an issue(s) with your student's teacher.

Step 2

Make an appointment to clarify issue(s) with the school administrator and/or board appointed Parent Involvement Representative (see below).

Step 3

Contact Darlene Soler, Management School Solutions

Email – DSoler@managementschoolsolutions.com

Step 4

State concerns at a scheduled Governing Board meeting. All complaints should be provided to the Board in writing (assistance available upon request) via Darlene Soler / Administrative Assistant (contact information below) at least 3 days prior to a regular scheduled meeting.

Darlene Soler

Administrative Assistant

Email: DSoler@managementschoolsolutions.com

Step 5

Contact the Charter School Compliance and Support at your local school district.



Parent Involvement Representatives

Per Florida Statute, Each charter school's governing board must appoint a representative to facilitate parental involvement, provide access to information, assist parents and others with questions and concerns and resolve disputes. The representative must reside in the school district in which the charter school is located and may be a governing board member, a charter school employee, or an individual contracted to represent the governing board. If the governing board oversees multiple charter schools in the same school district, the governing board must appoint a separate representative for each charter school in the district.

South Point Scholars Academy – DSoler@managementschoolsolutions.com