

PARENT/GUARDIAN GRIEVANCE POLICY

If parents/families have concerns or grievances concerning the center and its operations, they should inform the Lead Teacher who will know the appropriate steps to correct or answer the problem or grievance.

If the parent/guardian feels the response needs further attention, they may use the following chain of command:

1. Site Director
2. Executive Director
3. President of the Board of Directors

The parent/guardian grievance will be considered and changes or modifications in policy will be made only if the solution to the grievance will still be in keeping with our mission, philosophy, licensing, and current policies. If the parent/guardian is requesting a change in current policies, and if it is deemed valid, policies will be reviewed by the Executive Committee of the Board of Directors and then it will be voted on by the full Board of Directors, who will set policy.

If the parent/guardian requests a written response, the Executive Director shall respond in writing to the parent/guardian on behalf of the agency.

The Learning Knoll Licensing Agent:

Department of Early Education and Care
1441 Main St., Suite 230
Springfield, MA 01103
(413)788-8401
Allison Tassinari, Springfield-Licensors