

## **Leadership Preparatory Academy Communication Protocol**

We value all of the stakeholders at Leadership Preparatory Academy; therefore, communication is an integral component for the continued success of our school. The communication protocol is designed to assist in solving problems at the lowest level and providing you with specific information on how we will address your concerns and communicate concerns to you.

### **Communicating Your Concerns to the School**

- **Teacher** –If there is a concern or question about homework, classroom policies, events that happened in class, or anything pertaining to the teacher or classroom in general; parents must FIRST communicate with the teacher to find a solution. Copying a site administrator is meant to inform but not to receive a response. Please include one person in the addressee line and those who are not expected to response should be in the cc line. Teachers will return your contact within 24-48 hours (during the work week).
- **Counselor** – If there is a concern or question about behavior, social, or emotional concerns such as study skills and organization, peer groups, health and independence; parents must communicate with the school counselor to help find a solution. Copying a site administrator is meant to inform but not to receive a response. Please include one person in the addressee line and those who are not expected to response should be in the cc line.
- **Parent Liaison** – If there is a question about a workshop that you attended and/or if you need guidance on a particular topic, parents must communicate with the parent liaison to have questions addressed. Copying a site administrator is meant to inform but not to receive a response. Please include one person in the addressee line and those who are not expected to response should be in the cc line.
- **Administration** – After the teacher and/or counselor are given the opportunity to resolve the concern or issue, and the situation has not been resolved, please contact the Chief Learning Officer/Chief Academic Officer or the Academic Coach for your grade level. Communication with the teacher and/or counselor must happen prior to administrative intervention.
- **Governance Board** – After a member of the Administrative team has been given the opportunity to resolve the concern or issue, and the situation has not improved, parents may file a complaint with the Governance Board. You must follow the guidance that is listed on the website.
- **Main office** – After you have visited the website and still need assistance, you may contact the main office regarding school-wide events, mypayment plus issues, attendance, and the school calendar.

### **How LPA Communicates with our Parents**

- Leadership Preparatory Academy's website is the primary tool for regular communication to our parents. The PTO link is also accessible through LPA's website.
- Calendar Updates are listed on the website and provide individual school events.
- Email from CLO or teachers with general school information and classroom information or specific information will be sent to you regarding your child.
- Infinite Campus is used to provide parents with urgent news or emergency information to parents via email, cell, home phone and text message.

### **Communicating Issues Related to the Code of Conduct**

- The teacher and/or administrator will communicate by email or phone to inform parents of a violation of the DeKalb County Code of Conduct before the end of the day. This notification may occur after the school day has ended, but no later than 24 hours of the initial event.
- Parents will receive an email if their scholar has been asked to write a statement as a witness in an investigation of a violation of the DeKalb County Code of Conduct within 24 hours of the initial event.
- When a student is referred to the office for a violation of the DeKalb County Code of Conduct by a faculty/staff member or if an issue is referred to the school for an investigation, the following protocol for *a serious, unexpected, and often dangerous situation requiring immediate action* will occur:

The accused student will be referred to the office, and the CLO or designee will inform the student of why he/she is being referred to the office and what Code of Conduct violation has occurred. The accused student will be given the opportunity to provide his/her version of the event and give written or oral information to support. The CLO or designee may interview other witnesses to determine if the student committed a breach of conduct. Parents will be notified of the event within 24 hours of the initial occurrence by telephone and/or email. If the investigation extends beyond 24 hours, parents will be notified that the investigation is ongoing, and an update will be provided upon conclusion.

### **How LPA Communicates an Emergency**

An emergency is defined as *a serious, unexpected, and often dangerous situation requiring immediate action*. Each emergency situation is different and unique, and each incident requires a specific method of communication. In the event of an emergency, the CLO or her designee will send out communication and updates through Infinite Campus.