

## Family Questions or Concerns?

We are deeply committed to partnering with you to provide a rigorous academic and arts experience for your student. It is very important that you share any questions or concerns with us, so that we can work with you to resolve concerns. Please take the following steps to raise a problem or concern and get support from the school and network teams to resolve the issue:

First, communicate with school staff

Schedule an appointment via phone call or email directly with the faculty or staff person with whom you need to share your concern. Please allow this individual 24 hours (during the school work week) to return your call or email and please copy Director of Operations ([swilliams@cicsavalon.org](mailto:swilliams@cicsavalon.org))

If more assistance is needed, contact Campus Leaders

If you need immediate or further assistance after talking with the teacher or staff member, please contact School Leaders:

Director of Operations, Shameka Williams ([swilliams@cicsavalon.org](mailto:swilliams@cicsavalon.org))

Elementary School Principal, Shavon Mathus-Harris

([smathus-harris@cicsavalon.org](mailto:smathus-harris@cicsavalon.org))

Middle School Principal, Darryl Patteson ([dpatteson@cicsavalon.org](mailto:dpatteson@cicsavalon.org))

If necessary, communicate with the ReGeneration Schools Network Office

It is our hope that matters will be successfully resolved at the campus level, however, if you have further concerns about the resolution, please feel free to email [info@cicsavalon.org](mailto:info@cicsavalon.org) or call 773-721-0858 ext. 4007 for further assistance.

These communications are a top priority to our school and leadership teams.

Please allow 24 hours for a response.

Our school aims to be a connected and vibrant part of our community and a resource for our neighbors. If you are a community member who has questions or concerns about our school, please take the following steps to share your feedback with our team:

First, reach out to Shameka Williams (Director of Operations) at [swilliams@cicsavalon.org](mailto:swilliams@cicsavalon.org) or [info@cicsavalon.org](mailto:info@cicsavalon.org) or call 773-721-0858 ext. 4007.. Please allow 24 hours for a response.