



## PARENT & STUDENT HANDBOOK



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## Table of Contents

Our Mission Statement.....	1
Our Vision Statement.....	1
Congratulations.....	1
School Contacts .....	1
Academic Calendar & Schedule .....	2
Admissions & Enrollment.....	2
Orientation and Starting Your Program/Course Procedures .....	2
Course Schedule.....	3
Student Hints for Success .....	3
Course Materials, Overview and Objectives .....	4
Attendance Policy, Tracking & Monitoring.....	4
Student Support.....	4
Discipline Policy.....	5
Discipline Procedures.....	5
Extension of Time to Complete Class.....	5
Final Exams.....	6
Retaking Exams.....	6
Proctoring Exams .....	6
Proctor Process .....	6
Grading Scale.....	6
Middleton Academy Issued Transcripts.....	7
Credit Transfer Policy.....	7
Middleton Academy Requirements for a Standard Diploma.....	7
Middleton Academy Honor Code.....	8
Middleton Academy Internet Use Policy.....	8
Interacting With Your Teacher.....	9
Withdrawal Policy.....	9
Refund and Cancellation Policy.....	9
Cancellation Request.....	9
Refund Policy.....	10
Completing your Course.....	10
End of Course Survey.....	10
Privacy of Student Records .....	11

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Parents .....	11
Parent Account .....	11
Parent Help.....	12
Crisis Management Plan .....	12
Complaints Policy.....	12
Introduction.....	12
Middleton Academy Complaint Policy has four main stages.....	13
Stage One: Raising a Concern .....	13
Stage Two – Making a formal complaint.....	14
Stage Three – Further Investigation .....	14
Stage Four – Complaint heard by the Principal’s Appeal Panel.....	14
APPENDIX A.....	16

## Our Mission Statement

Our mission is to equip students with the tools to achieve academic success. Our goal is to help students learn today, graduate tomorrow, and prepare for the future.

***We help students achieve!***

## Our Vision Statement

Using a rich curriculum, dedicated teachers and innovative technology as our foundation, Middleton Academy will offer all students a chance to get back on track, improve grades, and earn their high school diploma in a nontraditional learning environment. Our virtual classroom will challenge every student to think, problem solve and collaborate with their peers. In the end, students come to understand that they are accountable for their own academic, social and personal growth towards becoming productive citizens.

## Congratulations

You have made an important, positive decision to work toward completing your high school course requirements. Your personal motivation may be driven by academic or vocational goals, such as attending college, joining the military or getting a better job. Whatever your goals happen to be, you have made a commitment to begin work toward those goals by enrolling in Middleton Academy. Your willingness to commit time and effort to reaching your goals will help you successfully complete your virtual course.

Congratulations on your enrollment in an Internet delivered distance education program/course with **Middleton Academy**. Just like a traditional school, the virtual classroom has certain policies, guidelines and procedures that must be followed. Please read and familiarize yourself with the school policies in this Handbook.

## School Contacts

Your teacher will always be your first contact for **Middleton Academy**. However, if you cannot obtain the answers to the questions you need from your teachers, the following individuals may offer assistance:

*Mrs. Meredith Grubbs, Student Support Services, (703) 494-7882 (X 108) or (877) 888-9473; [meredith.grubbs@catapultlearning.com](mailto:meredith.grubbs@catapultlearning.com).*

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Mrs. Grubbs coordinates all enrollment and admission activities. Questions regarding transcripts, grading and high school diploma requirements should be directed to Ms. Grubbs.

Mr. Greg Shields, Director, Internet High School, [greg.shields@catapultlearning.com](mailto:greg.shields@catapultlearning.com).

Mr. Shields serves as the Director for Middleton Academy and oversees the day-to-day operations of Middleton Academy. Mr. Shields also oversees all counseling and student support services and is the first point of contact for teachers and students regarding technical support and individual enrollments.

## **Academic Calendar & Schedule**

Students may enroll at any time. Students have up to 12 months to complete course work to earn credit for the courses in which they are enrolled.

## **Admissions & Enrollment**

Middleton Academy prohibits discrimination against and harassment of any student because of race, color, nationality, ethnic origin, age, religion, disability, sex, sexual orientation, or gender in compliance with Americans with Disabilities Act of 1990 and Section 504.

## **Orientation and Starting Your Program/Course Procedures**

Prior to starting a class, your teacher will send you a welcome email 24-48 hours before each course begins. This email contains instructions on how to access your course and procedures to complete the Learning with your LMS tutorial. No student will be allowed to start any class without first completing this tutorial.

The Learning with your LMS tutorial provides guidance on how to navigate through your course, submit assignments, take assessments, and how to use many other features of our Learning Management System (LMS).

After completing the Learning with your LMS Tutorial, you will be allowed to login to your course and begin studying and completing assignments.

Middleton Academy classes are self-paced and user friendly. All instructions, expectations and procedures are provided inside our LMS to help you successfully complete your class.

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If you have any questions or concerns as you begin your class, please email your teacher IMMEDIATELY.

## Course Schedule

Unless otherwise indicated, Middleton Academy virtual classes are self-paced. Although it is expected for students to stay on pace and complete courses within a recommended time schedule, each student completes classes and works within their own learning styles. Course must be completed with a 12 month period.

## Student Hints for Success

It is very important to complete activities daily to avoid completing numerous assignments at the last minute. Although the new freedom of learning over the Internet can be exhilarating, it requires a responsible, organized and disciplined approach to completing tasks and assignments. The following are a few guidelines for consideration:

- Introduce yourself (via email) to your teacher the first day of class and inform them of any special concerns or considerations you may have while participating in your virtual class.
- Just like a regular classroom, you are expected to participate fully in all assignments, classroom discussions and school projects.
- You need to take online courses as seriously as you would the traditional classroom. If you're struggling, you need to let your instructor know right away so he or she can provide you the help you need.
- Set reasonable goals and timelines to complete assignments. Unlike the traditional classroom, your teacher is not reminding you to submit your homework. It is a good idea to schedule a regular time each day or week when you will be on the computer to complete assignments.
- Always respond to emails from your teachers. If you don't respond, your teacher cannot help you.
- All assignments should be completed by due dates. If this is not possible, email or call your teacher immediately.
- Each time you login, you should read all **ANNOUNCEMENTS** and **DISCUSSION** comments.
- It is recommended that you login to your class daily; however, students are considered absent if they do not login during any seven (7) day period.
- Carefully read all comments from your teachers regarding graded assignments and your performance in the classroom. If any comment is not clear or you have questions, please email your teacher immediately.

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- If for any reason, you are getting behind and cannot complete the course on time, let your teacher know immediately. Don't wait until the last minute to contact your teacher. Be proactive and the teacher can usually accommodate your request for an extension.
- Technical challenges sometimes surface. Access speed can be slow and computers sometimes do "strange things." So...**SAVE YOUR WORK, PLAN** for these problems and **NEVER** wait until the last minute to do your work and **NEVER** blame the computer for disappearing homework. It would be better to blame your dog for eating your homework.

## Course Materials, Overview and Objectives

Most course materials, textbooks and resources are online. Assignments, exams and special projects are all completed online and within the framework of our Learning Management System (LMS). After completing the student orientation process, students may login to a course and review course descriptions, syllabus and course objectives. Course objectives are clearly stated and can be found in each learning module.

## Attendance Policy, Tracking & Monitoring

At Middleton Academy our mission is to help students achieve. We understand that our students all have different strengths and needs. We strive to recognize these differences and do our best to help each and every student be successful in their academic endeavors. Our ability to help students achieve relies on students putting forth the effort to log in and turn in online course work. In order to maintain active status students must log in and submit work at least once every seven calendar days throughout the enrollment period.

If a student has extenuating circumstances that prevent him/her from logging in and is able to notify the school ahead of time, s/he shall remain an active student as long as the period of absence falls within the enrollment year.

If a student neglects to login within seven (7) calendar days without notifying the school, he/she shall be considered inactive. Students and parents/guardians shall receive email notification of the inactive status. Inactive students are unable to access their course lessons and turn in work until they email [registrar@middletonacademy.com](mailto:registrar@middletonacademy.com) in order to regain access to courses after being put on inactive status.

## Student Support

- 1) If you need technical help, have a question about our LMS or a general question about enrollment policy and procedures; please contact **Meredith Grubbs**.

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**Phone:** 877-888-9473

**Email:** *meredith.grubbs@catapultlearning.com*

- 2) All questions regarding your virtual class relative to academics, assignments course completion and grades should be **directed to your teacher**.
- 3) You will receive a response within 24-48 hours.

## Discipline Policy

Just as in the traditional classroom, virtual classroom students are expected to conduct themselves appropriately. Courteous, timely and well-informed participation is expected throughout the entire term. Use of profanity, off-color remarks, bullying other students, or rudeness is not acceptable. All serious discipline issues will be reported directly to **Greg Shields, Director, Middleton Academy**.

## Discipline Procedures

- 1) Initially, students requiring counseling for discipline issues are **first counseled** by their **teacher**.
- 2) If the teacher believes that counseling did not work, parents are immediately contacted via email. This email contains a description of the discipline issue, an explanation of the consequences if disciplinary issues continue and recommendations on how to remedy the situation.
- 3) If the parent does not respond to the teacher's email within 24 hours, the teacher will call the parent to discuss the discipline situation.
- 4) If after speaking to the parent, a discipline issue continues, the teacher will contact the **Middleton Academy Registrar** and request withdrawal.
- 5) The **Registrar** will immediately notify the parent and student via email of the withdrawal action.

## Extension of Time to Complete Class

If a student does not complete all of their course requirements within the allotted time frame, additional time may be authorized to submit final work products. The student must contact their teacher in advance to request this extension. No extensions beyond this deadline are authorized except through discussions with the teacher.

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## Final Exams

Middleton Academy requires that all students complete a proctored final exam.

## Retaking Exams

After counseling and remedial guidance, teachers may allow students to retake examinations.

## Proctoring Exams

A proctor is required for final exams. Proctors must be an adult 21 years or older and cannot be a relative. Teachers, counselors, librarians and other similar professionals are recommended for proctor selection. During the enrollment process, the student identifies the proctor and agrees to follow the **Middleton Academy Honor Code**. Using information provided by the student, the Registrar contacts the proctor and verifies that the individual is eligible to proctor the exam. Course teachers are provided the names of individuals who may proctor exams for the student.

## Proctor Process

1. During the enrollment process, the student identifies an acceptable Proctor and provides the Registrar with all contact information (relationship to student, telephone number, email and mailing address).
2. Within one week of enrollment, Registrar contacts and confirms the Proctor's identity.
3. Registrar fully explains the proctoring process to the Proctor.
4. Registrar sends Proctor contact information to Teacher.
5. Teacher contacts student and Proctor to schedule exam.

## Grading Scale

Grades are based on all graded assignments, exams and quiz scores. Evaluation is based on the following standards:

- A = 90-100
- B = 80-89

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- C = 70-79
- D = 60-69
- F = 59 or below
- W = Withdrawal
- I = Incomplete

## Middleton Academy Issued Transcripts

Prior to enrolling students who are seeking a diploma from Middleton Academy, the Registrar completes an official transcript evaluation. The results of this evaluation are shared with the student and guardian before enrolling in classes.

## Credit Transfer Policy

- The Registrar evaluates all transfer credit requests.
- Middleton Academy, at its discretion, accepts transfer credit for courses successfully completed from approved accredited secondary schools and other approved sources per our credit transfer policy
- Credits earned through Middleton Academy are subject to the accepting school's credit transfer policy

## Middleton Academy Requirements for a Standard Diploma

In order to satisfy **Middleton Academy Residency Requirements** transfer students must take 5 full credits with our school in order to be eligible for our diploma program.

Discipline	Required Number of Credits	Required Courses
English	4	<i>English 9</i> <i>English 10</i> <i>English 11</i> <i>English 12</i>
Mathematics	3	<i>Algebra I</i> <i>Geometry</i> <i>3<sup>rd</sup> Math Course</i>
Science	3	<i>Biology</i> <i>Chemistry</i> <i>3<sup>rd</sup> Science Course</i>
History/Social Studies	3	<i>US History</i> <i>US Government</i> <i>Economics or World History</i>
Health and PE	2	<i>Health</i>

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Discipline	Required Number of Credits	Required Courses
Fine Arts/Career Tech or Foreign Language	2	2 credits in either fine arts, foreign language, or career courses
Personal Finance	1	Personal Finance
Electives	6	
Total required credits	24	

### Middleton Academy Honor Code

Middleton Academy requires the highest standard of academic conduct. Students are expected to adhere to the Middleton Academy Honor Code. It is unacceptable for a student to commit plagiarism or any other form of cheating. If an instructor has reasonable evidence that cheating has occurred:

- The teacher shall report the misdeed to the school administrator and the student's parents shall be notified.
- The student shall receive a zero for the course work in question and may be subject to expulsion from the course and/or program.

In order to enroll in an Internet-delivered course the student must agree to the Honor Code below.

1. I agree that I cannot be listed as my own proctor.
2. I agree that no member of my family may be assigned as a proctor for my work.
3. I agree to follow all guidelines, policies, and procedures associated with the Middleton Academy program.
4. I agree that all coursework submitted by me shall be my own work. I shall receive no outside help on assignments.
5. I agree to the terms of the refund policy.
6. I agree that the final exam or any exam, test, quiz, or other assignments noted by the teacher as requiring a proctor shall be monitored by an adult 21 years of age or older. The adult's name and relationship to the student, if any, shall be specified prior to school approval as a designated proctor for required exams. Arrangements should be made with the teacher to schedule exam times. A proctor should be at least 21 years old and not related to the student (i.e. neighbor, family friend, guidance counselor).

### Middleton Academy Internet Use Policy

Internet access is required for all students, but access must be practiced in a responsible, safe, efficient, ethical, and legal manner. With expanded access to electronic information, availability of inappropriate material is common. Some sites contain illegal, inaccurate, or

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offensive information. Although it is impossible to control such misuses, we believe that with responsible use, the benefits of the Internet as an educational tool outweigh the negatives. We especially appreciate partnering with parents to teach responsible Internet use.

## Interacting With Your Teacher

Communication between teachers and students is a key part of our program and needed in order for our school to continue to thrive and grow.

Middleton Academy's courses are taught by certified teachers who are available for daily assistance. Just as it is expected that your teacher will communicate with you, you are expected to interact with your teacher. If for any reason you are not receiving a response or communication from your teacher within 24-48 hours from the time you emailed, immediately contact **Greg Shields, Director, Internet High School** at **greg.shields@catapultlearning.com**.

## Withdrawal Policy

Because students are permitted a calendar year (12 months) to complete their online work for each full credit course, students who have completed less than 20% of their course work are eligible to withdraw without a failing grade at any time during the calendar year. Students who withdraw after completing 20% or more of the class shall be assigned a grade. Refunds for withdrawals shall be given according to the Middleton Academy Refund Policy which is listed on the enrollment agreement, the website, and is also located in the Student Handbook.

## Refund and Cancellation Policy

### *Cancellation Request*

- Middleton Academy shall issue a full refund of tuition if the school is notified of the student's decision to cancel the enrollment within the first 5 days of enrolling in the course, regardless if any assignments have been submitted. The 5 calendar days begins when the student signs the enrollment agreement.
- The cancellation request may be conveyed to Middleton Academy in any way, such as by telephone, fax, email, or by letter.

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- If notification of cancellation occurs after 5 days of enrolling, Middleton Academy shall retain a non-refundable registration fee of \$75.00 to handle admissions review costs.
- Students who request cancellation of a course after the first 5 days of enrolling into a course shall receive a refund of tuition based on the percentage of the course completed at the time of notice of cancellation minus the non-refundable admissions review fee. The Admissions Review Fee covers the administrative cost for review of the student's academic transcripts.

### **Refund Policy**

- Middleton Academy shall retain the following percentages of tuition based on the student's percentage of course completion at the time of notice of cancellation:
  - Up to and including completion of 10% of the course, 10% of the refundable tuition (tuition charges remaining after subtracting the non-refundable fee already retained) may be retained.
  - Between completion of 10% and 25% of the course, 25% of the refundable tuition may be retained.
  - Between completion of 25% and 50% of the course, 50% of the refundable tuition may be retained.
  - After the student completes more than 50% of the course, Middleton Academy shall be entitled to retain the entire total course tuition.
- Any money due to the student as a result of the cancellation request shall be refunded within 30 days of the cancellation request.

*Note: The amount of course completed is the ratio of completed required lesson assignments received by Middleton Academy for evaluation to the total lesson assignments required to complete the course.*

### **Completing your Course**

Once a student completes a course, the student will receive an email with their final grade within 5 days. For students that are co-enrolled, the Registrar will verify the grade and prepare a transcript to be sent to the student's school of record within 7 days.

### **End of Course Survey**

A virtual end of course survey is conducted at the end of each course. The link to the course will be posted after the last lesson of the course. We ask the student to take the survey upon completing their course. Student feedback is very important for us to continue to improve our program and ensure that students achieve!

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## Privacy of Student Records

Middleton Academy is in compliance with Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99. FERPA allows parents and eligible students certain rights to educational records. An eligible student can be defined as a student who has reached 18 years of age or any student attending a post-secondary school. FERPA is a federal law that is implemented in order to:

- Allow an eligible student or parent the right to review and inspect academic records.
- Allow an eligible student or parent the right to request the amendment of a student record which they believe to be false or misleading.
- Allow schools to release records to certain parties as categorized under (34 CFR § 99.31).
- Upon notification to the parents and eligible students, FERPA allows schools to release directory information without consent. Parents and eligible students may opt out of the disclosure of directory information upon written request.

## Parents

It is important and helpful for parents to participate in the virtual learning experience with the student. To make it easier for parents to participate, we have created a special **Parent Account** (if a student is over the age of 18 and would like to use this feature, they will need to sign a release).

### *Parent Account*

Upon enrolling a student, a **Parent Account** is created for the **Parent** of that student. Elements of the **Parent Account** include:

- 1) A user id and password to allow the parent access to the class. With these login credentials, the parent will be able to review the following:
  - Student's grades
  - Performance status
  - PACE status
  - Attendance data
  - Grades
  - Classroom work

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- 2) In addition to login credentials, the parent is provided the email address and telephone number of their child's teacher.
- 3) A weekly report from the teacher providing information on the following:
  - Current Grade
  - PACE status
  - Attendance data
  - Comments by teacher as appropriate

### **Parent Help**

If parents have any concerns regarding the virtual classroom and how their child is progressing, please contact the teacher directly. Questions or concerns regarding teacher performance and special considerations should be directed to Greg Shields, Director, Internet High School; [greg.shields@catapultlearning.com](mailto:greg.shields@catapultlearning.com).

### **Crisis Management Plan**

In the case of a crisis, information will be emailed to the student with instruction depending on the situation. Classes may be postponed if necessary and students are instructed to contact their teacher or the Director of Admissions for guidance.

### **Complaints Policy**

#### **Introduction**

The majority of issues raised by parents, the community, or students are concerns rather than complaints. Middleton Academy is committed to taking concerns seriously, at the earliest stage, in the hope of keeping the number of formal complaints to a minimum and without recourse to formal procedures. However, in those instances where a complainant does not feel a concern has been addressed, or it is of sufficient gravity, then the school's formal complaints procedure should be used. For the school to be able to investigate a complaint it needs to be made within twelve months of the incident occurring. If a complaint is older than a year it will not be investigated.

The primary goals of Middleton Academy's policy are to:

- Encourage resolution of problems by informal means wherever possible
- Be easily accessible and publicized
- Be simple to understand and use

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- Be impartial
- Deal with all issues sensitively
- Be non-adversarial
- Allow swift handling, within established time-limits, for action and keeping all parties informed
- Ensure a full and fair investigation by an independent person where necessary
- Respect the confidentiality of all concerned
- Address all the points at issue and provide an effective response and appropriate redress

### ***Middleton Academy Complaint Policy has four main stages***

#### **Stage One: Raising a Concern**

Concerns can be raised with the school at any time and will often generate an immediate response, which will resolve the concern. The school requests that parents and/or students make their first contact with their child's Teacher. On some occasions the concern raised may require investigation, or discussion with others, in which case there will be an informal but informed response within a few days. It is anticipated that the vast majority of concerns will be satisfactorily dealt with in this way.

However if you are not satisfied with the outcome at Stage One, please write to the school within ten school working days and state what you would like the school to do. The school will then look at your complaint at the next stage. Your written communication should be in the form of a letter addressed to:

Middleton Academy  
Student Relations  
3460 Commission Ct Suite 200  
Woodbridge VA 22192

Or in the form of an email to: [greg.shields@catapultlearning.com](mailto:greg.shields@catapultlearning.com)

It may be that the member of staff directly involved feels too compromised to deal with a complaint and may feel it fairer for all concerned if the matter is referred directly to Stage Two.

The member of staff should add a "Record of Telephone Conversation/Meeting" under *Communication* on the Maestro database to record a concern has been raised, discussions have taken place and any action agreed. This information should be added to the database under the student file.



### **Stage Two – Making a formal complaint**

Formal complaints are initially heard at Stage Two by the Complaints Coordinator or by an appropriate staff member.

Formal complaints should be put in writing and sent to the School, addressed to the Complaints Coordinator. The complaint will be logged, including the date it was received on a complaints form (see Appendix A) The School will normally acknowledge receipt of the complaint within two working days of receiving it. Wherever possible this response will also report on the action the school has taken to resolve the issue. Alternatively, a meeting (or telephone call) may be convened to discuss the matter further. This meeting will normally take place within ten school working days of the receipt of the formal complaint. If, on the other hand, it is felt that the matter is too serious to be dealt with at this stage, then the matter will be passed directly to the Director (see Stage Three below).

The aim will be to resolve the matter as speedily as possible, allowing for all the facts to be considered carefully. However, if you are not satisfied with the outcome at Stage Two please write to or call the school within ten school working days of receiving your response. You will need to tell the school why you are still not satisfied and what you would like the school to do.

### **Stage Three – Further Investigation**

Formal complaints if not resolved at Stage Two are heard by Director at Stage Three.

If the matter has not been resolved at Stage Two, or it is felt that the matter is too serious to be dealt with at Stage Two, the Director, will undertake a further investigation. Following the investigation, the school will normally give a written response within ten school working days of the receipt of the complaint. If you are dissatisfied with the outcome of Stage Three, you will need to let the school know within ten school working days of getting the response.

### **Stage Four – Complaint heard by the Principal’s Appeal Panel**

If the matter has still not been resolved at Stage Three, then you will need to write to the Middleton Academy Principal giving details of the complaint, within ten school working days after receiving the response at Stage Three.

This communication should be mailed to:  
Middleton Academy  
Attn: Rochelle Schneickert  
3460 Commission Ct  
Suite 200  
Woodbridge VA 22192

Or email [rochelle.schneickert@catapultlearning.com](mailto:rochelle.schneickert@catapultlearning.com).

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The Clerk to the Principal will convene a complaints panel. The Principal's Complaints Panel is the last school-based stage of the complaints process, and is not convened to merely rubber stamp decisions. The hearing will normally take place within ten school working days of the receipt of the written request for Stage Four investigation.

The aim of the Complaints Appeal Panel hearing is to impartially resolve the complaint and to achieve reconciliation between the school and the complainant. All parties will be notified of the Panel's decision in writing within three school working days after the date of the hearing. The letter will also contain what you need to do if you wish to take the matter further.

**At any stage of the procedure it should be noted that a complaint may be resolved in a number of ways, including:**

- Offering an apology
- Offering an explanation
- An admission that the situation could have been handled differently and that this is not an admission of negligence
- An assurance that wherever possible the event / incident will not occur again
- An undertaking to review school policies and procedures in the light of the complaint
- Encouraging the complainant to suggest what actions they feel might resolve the problem at any stage
- Clarifying areas of misunderstanding in order to create a positive atmosphere in which to resolve the situation

**APPENDIX A**

**STUDENT COMPLAINT FORM**

Name of Student: \_\_\_\_\_

Parent Name \_\_\_\_\_

Address: \_\_\_\_\_

Student Tel #: (\_\_\_\_\_) \_\_\_\_\_ Parent Tel #: (\_\_\_\_\_) \_\_\_\_\_

Student Email: \_\_\_\_\_ Parent Email: \_\_\_\_\_

Nature of Complaint (Check one)

Academic       Technology       Safety

Other \_\_\_\_\_ (Please Specify)

Date of incident/Occurrence: \_\_\_\_\_

Complaint Summary:

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Student Signature \_\_\_\_\_ Date: \_\_\_\_\_

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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