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## Procedures for Processing Parent Suggestions

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Legacy Charter School takes pride in building our partnership with our parents and families. Our students are college bound and our students need the support from all of our stakeholders. No one group can do it alone, so we need to rely on students, teachers, support staff, administration, board members, parents, and other community members to help us achieve success.

We are constantly asking our families how we can make Legacy Charter a stronger school. Whether it be through PTSO Meetings, suggestion boxes in the office, surveys, letters, phone calls/texts, or just allowing parents a minute to pull us aside to have a quick word. We strive to do whatever it takes.

We tend to be more informal when processing parent suggestions. However, the steps we would take include the following:

1. Receive the suggestion/concern from parent (through email, phone call, suggestion box, survey, etc).
2. The teacher takes steps needed to address suggestion/concern within 24 hours.
3. If the teacher is not the one who can address the suggestion/concern, he or she will make the administration aware.
4. The administrator takes steps needed to address suggestion/concern within 24 hours.
5. If the administrator is not the one who can address the suggestion/concern, he or she will make the executive director aware.
6. The executive director, with support from the board, will move forward with final decisions and changes as need.

Please send all mail to: P.O. Box 1832, Greenville, SC 29602