

Family Issue Resolution Process

Family Issue Resolution Process Partnership with families is an essential element to your young man’s success in school. We know conflict or challenges will arise during the school year. We want to hear your concerns and resolve those concerns as quickly and efficiently as possible. If you have a concern, please do not hesitate to reach out by following the protocols below:

<p>Step 1: Talk to the Involved TEAM UP Member</p>	<p>If you have a concern about an interaction between your young man and another young man at Urban Prep Academies, please contact the Dean at the campus. As the Dean will facilitate a restorative intervention to resolve the issue. We expect Urban Prep Academies families to follow the principles of our CREED & CORE VALUES by assisting our young men to resolve conflicts.</p> <p>If you have a concern about a teacher or another TEAM UP member at Urban Prep Academies, please contact that person via email to request a phone call or an in-person meeting with that TEAM UP member. Please feel free to cc: the Principal and/or Assistant Principal on the email. Whenever possible, we encourage parents/guardians to speak directly with TEAM UP members to resolve concerns.</p> <p>If you do not have an Urban Prep Academies staff member’s contact information, please call Urban Prep - ENGLEWOOD Campus at (773) 535-9724; Urban Prep - BRONZEVILLE Campus at (773) 624-3444; Urban Prep - WEST Campus at (312) 341-2610 to obtain it.</p>
<p>Step 2: Notify Campus Leadership of the Issue</p>	<p>If you are unable to successfully resolve your concern after speaking with the involved TEAM UP member, please request a meeting with the Campus Leadership (Principal, Assistant Principal) by contacting the main office. Please be sure to provide a brief summary of your concern as well as your availability for a phone call or an in-person meeting. Within 72 business hours, the Campus Leadership will return your call or schedule an in-person meeting time. We will do our best to schedule the actual meeting to take place within one week of your original request. Please note that in-person meetings generally cannot be accommodated without advance notice and scheduling.</p>
<p>Step 3: Contact the Chief Academic Officer (CAO)</p>	<p>In all schools, parents, guardians, or community members should first attempt to address their concerns with the Campus Leadership before reaching out to entities outside the school. However, in the event you were unable to resolve your concern at a particular campus after following the procedure above, please contact our Chief Academic Officer (CAO), Mr. Dennis Lacewell at dlacewell@urbanprep.org. While our campuses are a part of CPS and ISBE, we have our own CAO who handles any concerns related to our campuses.</p>
<p>Step 4: Contact the CPS Office of Innovation and Incubation (UP-ENG & UP-BRZ)</p>	<p>If your questions or concerns are not adequately resolved by campus leadership or the CAO, please contact the CPS Office of Innovation and Incubation at 773-553-1530.</p>
<p>Step 5: Contact the Illinois State Board of Education (ISBE) (UP-WST, UP-ENG & UP-BRZ)</p>	<p>If your questions or concerns are not adequately resolved by campus leadership or the CAO, please contact the Illinois State Board of Education at 312-814-2220.</p>