



Explore, Learn Achieve!

Ladera Vista Customer Service Policy

To provide the maximum support for teachers, staff, students, parents/guardian, and community members the Ladera Vista Junior High School Customer Service Policy is as follows:

Customer service concerns regarding: Personnel, classroom policies, classroom procedures, classroom discipline, grades, assignments, citizenship marks:

- Staff members will direct the individual to the person in which the concern involves.
- If after talking or meeting with the individual about the specific incident you are not able to resolve the concern please contact the Assistant Principal.
- If after talking to or meeting with the Assistant Principal you are not able to resolve your concern a meeting with the Assistant Principal, the individual in question, you, and your student if applicable will be established.
- If after meeting you are not able to resolve your concern, a meeting with the Principal, Assistant Principal, the individual in question, you, and your student if applicable will be established.
- If after meeting you are not able to resolve your concern please feel free to contact the district office.
 - Please note that the district office will refer all contacts back to the lowest level if the procedures above have not been followed. (BP 1312.1 & AR 1312.1)
 - Please note that due to contractual and legal requirements, disciplinary matters regarding personnel matters between the school and/or district and a staff member may not be disclosed.
 - Please note the only person that may change a grade or citizenship mark is the teacher.

Customer service concerns regarding: Academic Placement (including program and class schedule) and School Awards:

- Staff members will direct the individual to review our placement criteria, honors contract, or awards criteria posted on our website.
- If after reviewing the school criteria you are not able to resolve your concern, staff members will direct the individual to the School Counselor.
- If after talking or meeting with the School Counselor about the specific incident you are not able to resolve your concerns please contact the Assistant Principal.
- If after talking or meeting with the Assistant Principal about the specific incident you are not able to resolve your concerns please contact the Principal.
- If after talking or meeting with the Principal about the specific incident you are not able to resolve your concerns please feel free to contact the district office.
 - Please note that the district office will refer all contacts back to the lowest level if the procedures above have not been followed. (BP 1312.1 & AR 1312.1)
 - Please note that we may not discuss other students or their information that led to their placement or Award

Concerns service concerns regarding: Administrative Consequences (Consequences imposed by Ladera Vista Support Services such as a School Suspension).

- If the facts are in dispute regarding a consequence that was imposed by LV Support Services staff that arose in the classroom or in other location with a teacher or staff member, staff members will direct the individual to the person in which the facts are in dispute with.
- If after talking or meeting with the individual about the specific incident you are not able to resolve the concern or if the incident was directly and exclusively involving LV Support Services please contact the Assistant Principal.

- If after talking to or meeting with the Assistant Principal you are not able to resolve your concern a meeting with the Assistant Principal, Principal, you, and your student if applicable will be established.
- If after meeting you are not able to resolve your concern please feel free to contact the district office.
 - Please note that the district office will refer all contacts back to the lowest level if the procedures above have not been followed. (BP 1312.1 & AR 1312.1)
 - Please note that we may not discuss other students or the discipline they may or may not have received.

Tips to meet your Customer Service Needs:

- Gather as much information as possible from your student before contacting the school. Who did it involve? When specifically did it occur? Where did it occur? Who witnessed the event? How did your student receive this information (directly or someone told them)? Are there other issues happening at the same time? (Like getting a low mark on a test that they got in trouble for at home) This information is vital for us to help you to overcome the challenge.
 - If the information does not make sense ask your student follow up questions. (Student: “The teacher does not like me”. Parent: “What specifically makes you believe the teacher does not like you”?)
- Often the information you receive from your student is only a portion of the overall story. Please remember while as honest as they are with you and as great of a relationship you have with them, they are still learning responsibility and do not want to let you down. Also, different people can interpret the same event in different ways depending on their perspective of the event.
- Remain open minded until you have a chance to hear the story from the other side.
- The staff expectation is to return communications within 2 school days upon contact (email, phone call, message). Please wait until the close of the school day 2 school days after your initial contact before reattempting contact or referring it to the next higher level.
- Please schedule an appointment so we may give you the attention you deserve and reserve the time to work on solutions with you. Please call the office to establish an appointment with the Counselor, Assistant Principal, or Principal. Please contact the staff member directly to meet with a staff member.
- Do everything you can to work out your concern directly with the individual in a respectful manner and to allow the individual to make up for a honest mistake before refereeing it to the next level.
- We are all on the same side and want the best for all of our students.