



Riverland Hills Day School  
Parent Handbook

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[www.riverlandhills.org/day-school](http://www.riverlandhills.org/day-school)

## Purpose and Mission Statement

The Day School is a ministry of Riverland Hills Baptist Church. The purpose of the Day School is to extend the mission of the church by providing an opportunity for children to attain educational goals in a Christ centered environment.

Our school provides a nurturing environment for children to grow intellectually, socially, emotionally, and spiritually. We believe in engaging the whole child through age-appropriate play and experiences. Our mission is to provide an opportunity for children to create, to explore, to discover, to respect others, to build self-esteem, to learn who God is, to learn about the world he created, and hear of his love for everyone. Our beliefs inform and direct all preschool activities. Christian objectives and concepts taught will be consistent with the Word of God.

At Riverland Hills Day School we teach and provide care for children ages two to five years old.

Students leave our program well prepared for the social and academic challenges of kindergarten.

Our program complies with the licensing standards set by the South Carolina Department of Social Services. Our SC childcare license number is 18180.

## Home and School Partnership

We believe that cooperation and communication between home and school are necessary for a successful school experience.

**COMMUNICATION:** The ProCare parent engagement app is our primary source of communication between school and home. We utilize the message feature, incident reports, medication documentation and photos. The message thread includes the parents, assigned classroom teachers and office staff. Newsletters and calendars will be sent home with your children regularly throughout the year. Please take time to read the things that your child brings home, as we will communicate important information through these avenues. Please feel free to call the office with any question or concern (798-2716). Any voice mail left by a parent will be returned within 24 hours (with the exception of messages left late during the weekend). Parents are also encouraged to use email to communicate with the Director or administrative assistant.

**VISITS:** We maintain an open-door policy, and parents are welcome to visit their child's classroom at any time. While we love parents visiting the classroom, please do not carry on extended conversations with the teachers while present. Their primary focus needs to always be on the children.

Participation is encouraged in ways such as assisting with parties and special events. There are rare occasions when on-going parent presence may be discouraged, such as if your child is having a hard time with separation anxiety or parent presence is becoming disruptive to the flow of the classroom environment. If such a situation were to occur, the teacher or director would discuss these concerns

with you. Due to DSS regulations, younger siblings are not permitted to accompany a parent when volunteering or visiting the classroom.

**BIRTHDAYS:** Birthdays are an important celebration to many families, and we are supportive of this event in each child's young life. Please respect the following guidelines:

- Parents are permitted to send a special snack to celebrate their child's birthday if desired. A simple cookie or mini cupcake is best.
- If parents would like to come in to share this special moment with their child, please coordinate this with your child's teacher. However, please know that this will be a brief moment during circle time and snack and will follow their typical classroom routine.
- If your child is having an outside birthday party and wishes to invite classmates to the party, invitations can only be given at school if all children in his/her class are being invited. Otherwise, invitations should be mailed to selected children.

**CONFERENCES:** Parent teacher conferences are available upon request. Please contact your child's teacher to set up a convenient time to meet that is outside of classroom time. All four-year-old student families will be given the opportunity for a spring conference to discuss kindergarten readiness.

**CHANGES:** It is your responsibility as parents to notify the office in writing of any changes in schedules, addresses, telephone numbers, hours of care and other pertinent information regarding the family. For the safety of your child, all records must be kept current including health records and authorized pick up persons.

### School Hours/Calendar

The yearly calendar is given at the beginning of the year and can also be found on the website. Monthly calendars that have pertinent information, such as school closings and scheduled special events at the school are sent home by your child's teacher.

**EMERGENCY CLOSINGS:** If schools are closed for a snow day or natural disaster, families will be notified through the ProCare app messages. There also may be times when the day school may have to close unexpectedly due to power outages, phone outages, gas leaks, environmental hazards, etc. Per DSS regulations, it is imperative that when called to pick up your child to do so in a timely manner.

### Admission Requirements

**At the beginning of the school year, all accounts must be in good standing for your child to begin school.**

**Entrance requirements:** Riverland Hills Day School provides care for children ages 2 through 4. Children are placed based on their ages on September 1st of the school year.

A **non-refundable** deposit is required at the time of enrollment/re-enrollment.

**Required Paperwork:** In accordance with South Carolina Department of Social Services (DSS) licensing requirements, the following items must be maintained on file for each child:

1. A completed Registration Packet (including signed disciplinary statement)
2. DSS Health Form 2900
3. Current SC Certification of Immunization; Religious exemptions are not accepted.
4. Authorization of persons approved for pick-up of child (including code word)
5. Emergency contacts and emergency medical information (including authorization to obtain emergency medical treatment and insurance information)

### Attendance

A successful school experience is the responsibility of the child, the parent and the school. Your child's progress, both academically and socially, is influenced to a great extent, by daily participation/attendance. Regular attendance without tardiness helps us work together to maintain classroom routines, procedures and schedules. This promotes a healthy learning environment for all. If you need to pick up your child during nap time, please make the teacher aware so that sleeping students are not disrupted.

**DISMISSAL:** In the Registration Packet, parents will sign an authorization for individuals to have permission to pick up students in case of an emergency. The Day School staff members are authorized to request a photo ID from anyone with whom they are unfamiliar, even if listed on the form.

The Day School staff will not release a student if the parent arrives and appears to be intoxicated or otherwise incapable of taking the child home safely or if a non-custodial parent attempts to claim the child without the consent of the custodial parent. 911 will be called and the police notified.

Parents and staff shall sign and date an agreement, maintained on file and updated annually, that both parties have read and understand all policies relating to the operation of the facility.

**WITHDRAWAL OF CHILD:** A 30-day advance notice must be presented in writing, when a student is to be withdrawn from the program mid school year. Parents will be responsible for the full tuition unless this advance notice is given.

### Tuition

**Billing:** Making sure your bill is correct, and the Day School is properly staffed is an important safety and financial concern of RHDS. We want to ensure proper coverage while also making sure that your bill reflects the hours you have contracted.

- You are responsible for the tuition plan hours you contracted for even if you do not use them. Staffing is based on the needs of the families. We determine this by the tuition plan form you turn in.
- Additional fees will be billed if you drop your child off early or pick up late.

**Monthly Balances:** Statements will be sent home reflecting the amount due for the next month. Statements are stapled to the outside of your child's bag in an envelope. All bills are due on the first of each month. The balance is considered past due as of the 10th day of the month, and a late fee of \$25.00 will be applied to the account. **There are no tuition deductions**

made for absences, holidays, staff development days, inclement weather, family vacations, late drop-off or early pick-up. June, August and December are the only months that have pro-rated tuition.

**Collection of Fees:** There are several options for tuition payment:

**Option 1-**Set up an automatic draft from your bank account in our office.

**Option 2-** Set up an automatic draft from your credit card/debit card in our office.

**Option 3-** Pay with a credit/debit card on MyProcare.com.

**Option 4-** Pay with a credit/debit card on the ProCare app.

**Option 5-** Place check inside a Day School payment envelope and place in the drop box located outside the office. Make sure you include your child's first and last name and designate your tuition payment amount.

**Option 6-** Place cash inside a Day School payment envelope and make sure you include your child's first and last name and designate your tuition payment amount. Hand cash payments directly to an office staff member and wait for a receipt.

**PLEASE do not put payment inside your child's book bag, or inside your child's classroom folder.**

**Tuition Plans:** All tuition plans are contracted based on need and availability. **Once contracted, changes to the contracted schedule must be approved by the Director. You cannot change your plan in the middle of the month without being charged the full amount of the longer hour plan.**

**Early Drop Off/Late Pick up Fees:** Please note that children who are dropped off earlier than their plan time or picked up later than their plan time will be billed for those hours at the rate of \$1.00 per minute. For 9:00am plan times, you are allowed a 5 minute grace period to drop off. Dropping off your child prior to 8:55 am will cause a fee. Likewise, a 5 minute grace period is offered at pick up (except for when school closes at 5:30pm).

**Late Pick-Up Fees after 5:30:** The Day School closes promptly at 5:30pm. Extra Fees are applied when children are picked up after our scheduled closing time. A late fee of \$5.00 a minute will be charged for any child that is picked up after 5:30. If Late Pick Up exceeds 5 times, the Director will request a meeting with the parent so that arrangements can be made for prompt pick-up. Do understand, this meeting could result in your child being dismissed from the Day School. **Please note: At no time will your child be made to feel uncomfortable about being picked up late!!**

**Returned Checks:** If two checks are returned during the year, future payments must be made by cash or auto draft. A returned check fee of \$35.00 will be added to your account each time a check is returned.

**Accounts in Arrears:** If accounts are not settled by the end of the month, the child may not return until arrangements have been made with the Director. A late notice will be sent home.

The past due fees are due before the end of the month. Failure to pay the balance in full by the last day of the month will result in dismissal from Riverland Hills Day School, UNLESS **extreme** extenuating circumstances are present and brought to the Director at the time the late notice is received.

**We strive to maintain a quality school with quality staff, and collection of fees is what enables us to do this! The success of this school depends upon your faithfulness in submitting payments!**

**Refunds or Deductions in tuition will not be made for absences, holidays, unforeseen circumstances, or inclement weather.**

### School Safety

School safety is a top priority at RHDS. We have several policies in place to help maintain the safety of our staff and students.

**SECURE FACILITY:** The Day School hallway entry and exit doors remain locked throughout the school day. Families will be given a new entry code annually. To keep our facility secure please do not share the code or allow entry to unknown individuals. All visitors should check in with office staff upon arrival.

**TRAINED STAFF:** Day School staff have been trained and certified in CPR and first aid. We carry walkie-talkies for communication and emergency backpacks with us at all times.

**INJURY/INCIDENT:** Anytime children play, accidents can occur! We take great caution to prevent accidents, but “boo-boos” are a part of childhood! Riverland Hills Baptist Church and Day School cannot be held liable for unforeseen accidents that occur. For any injury that occurs while at school, an incident report will be completed by the teacher using the ProCare app. Office staff have access to incident reports and is aware of incidents. In some cases, parents may also be informed by phone. In the event of a serious emergency, a certified person will administer CPR or First-Aid while paramedics are called (in extreme cases when time is of the essence). The child’s file (located in the office) will accompany the child to the hospital as well as the director, admin assistant, or an office staff member. Parent/guardians and/or emergency contacts will be notified immediately.

**ALLERGIES/MEDICAL NEEDS:** Please let us know of any allergies or medical needs your child may have, especially food allergies. **The Director, the Administrative Assistant, and the teachers should be made aware and it is clearly documented.** If your child requires an epi-pen or other medications, we must have an action plan on file along with the prescribed medication.

**EMERGENCY DRILLS:** In accordance with DSS regulations, Fire Drills are conducted monthly at varying times of the day. Teachers have procedures in place to account for all children present at all times of the day, and they evacuate according to the fire evacuation routes. Emergency contact information is kept in a central location and taken with us when drills or a true emergency occurs. There are also procedures in place for other emergencies, such as a tornado or intruder. These drills are practiced annually and done

so in a calm non threatening way for children.

**TRACKING CHILDREN:** Each child will be added to the Daily Attendance Sheet as he/she arrives. The Daily Attendance Sheet will accompany the staff member wherever the class goes. All children's movements are tracked throughout the facility with the Attendance Sheet. **When a child goes to a different area, the staff will call each child's individual name listed on the sheet and match name to face to assure the correct children correspond with the list on the sheet.** This attendance sheet is updated every time the child is moved from any location. Dismissal time is also entered when a student leaves the Day School.

**MANDATED REPORTING:** Church and Day School employees are considered mandated reporters by the state of South Carolina. Any concerns about the safety and well being of a child must be reported to the Department of Social Services.

**CONFIDENTIALITY:** The Director and the Administrative Assistant and the classroom teacher are the only employees who will have access to a student files. DSS, parents, and law enforcement will not have access to files without their assistance. Staff members will not have discussions, under any circumstances, with parents about children in the Day School other than the parent's own children.

### Illness Policy

Maintaining the health and safety of all children within our care is of the highest importance to the staff at Riverland Hills Day School. Please help us ensure that the environment is safe for everyone by adhering to the following policies and procedures:

**Child Exclusion:** As per SC Department of Public Health and DSS regulations, your child should not attend school if he/she has had any of the following symptoms within the previous 24 hours:

1. Fever of 100.4 F or above.
2. Contagious Disease/Conditions (such as mumps, chicken pox, measles, lice, impetigo, scabies, staph infections, TB, whooping cough, ring worm, HFMD etc.). If your child is diagnosed with any communicable disease you must notify the Director or Administrative Assistant promptly.
3. Sore throat or swollen glands accompanied by fever.
4. Vomiting or diarrhea within the past 24 hours.
5. Undiagnosed rash or skin eruptions.
6. Undiagnosed red eyes or drainage from eyes.
7. Sores inside the mouth.
8. Earache accompanied by a fever.

**If a child is excluded for any of the above reasons, the following conditions must be met for the child to return to the program:**

- The child must be free from fever, vomiting, and diarrhea (without symptoms) for a full 24 hours **without medication** or have been seen by a doctor and been given a

green light to return to school.

- Any child prescribed antibiotics for a current contagious bacterial infection must take the prescription for a full 24-hour course before returning.
- The child must be able to participate comfortably in all usual program activities, including outdoor time.
- The child must be free of open, oozing skin conditions unless 1) a health care provider signs a note stating that the condition is not contagious, and 2) the involved area(s) can be covered by a bandage without seepage or drainage through the bandage.
- A child excluded because of lice, scabies or other infestations may return 24 hours after treatment is begun provided that the child checks in at the Day School office and is found to be nit free.
- If a child was excluded because of a reportable contagious illness, a doctor's note stating that the child is no longer contagious is required prior to readmission.

Although you do not need to keep your child home when he/she has mild congestion, runny nose or cough, a child with thick green nasal discharge who is very stuffy or is coughing repeatedly should be kept home. Young children do not cover their mouths and noses when coughing and sneezing and may wipe their noses anywhere. This spreads the germs to the other children. We want to help all the children stay healthy.

If symptoms are observed when the child is being dropped off, we may request for your child to be taken home. If a child becomes sick while attending school or the child does not appear to feel well enough to participate in the program, the parent/guardian will be called and prompt arrangements for pick up should be made. Once a parent/guardian is called, the child will be placed on his/her mat in one of the offices so that he/she can be comfortable and supervised, but not spread sickness to other children. If we are unable to reach the parent/guardian, emergency contacts will be called.

In the event an illness outbreak (20% or more students/staff ill) occurs, DPH will be notified and the Day School will follow their recommended course of action. This could include closing the effected classroom for a short time to contain the spread of illness.

### Medication

We are only authorized to administer prescribed medication. (We will administer Tylenol to children who have a history of seizures caused from having a fever with written permission on file from a doctor.) In order to have a medication administered to your child while at school, please follow the following guidelines and procedures:

- **NEVER send medication in your child's book bag or lunch box!!!** All medicine should be brought to the office by an adult so that a medication permission form can be completed, and instructions given.
- As per DSS regulations, written, signed and dated parental consent is required prior to



the administration of any prescription medication.

- Medication must have the child's first and last name written on the bottle. Prescription medication must be in its original container.
- All medication must have a child safety cap.
- All medication must be stored in a locked container. If the medication needs refrigeration, we have a medication lock box in the refrigerator.
- We are not permitted to administer medication if it is not within the recommendation on the bottle, unless a written statement is given by a doctor (for instance, if medication label states: "not recommended for children 6 and under" or "consult a doctor for children under 6").
- We are not permitted to keep or administer expired medications.

A parent must complete the Medication Consent Form (located at the parents' station) to have medication administered by an office staff person. The medication log must be completed each time the medicine is administered. Parents will be notified that medication was administered through the ProCare app.

If a child is administered the wrong medication, a parent of the child will immediately be notified, and the incident will be documented in writing. The child's behavior will be observed by the Day School staff.

#### DSS Standards

1. Children are directly supervised at all times– at least two adults are in the Day School at all times.
2. Ratios are posted in all rooms.
  - 2's– 1 adult to 8 children
  - 3's– 1 adult to 12 children
  - 4's– 1 adult to 17 children
3. Sanitation:
  - Mats are cleaned weekly and must be replaced if there are any tears or holes.
  - Bleach water will be used to wipe surfaces and will be mixed daily.
  - There is to be no contact with toys by mouth.
  - All bathrooms should have soap, paper towels and toilet tissue at all times.
4. Medication is stored in a locked box in the office.
5. Waste containers are labeled for diaper use.
6. A schedule is posted in classrooms along with planned, written activities for children.
7. Each classroom has an emergency medical plan.
8. Children wash their hands when they arrive in the Day School, after toileting, after nose blowing and at dismissal.
9. Decals are on all windows.
10. All outlets are childproofed.
11. All sinks are accessible with clean step stools.

12. Menus are posted, refrigerators have a thermometer, and cleaning items are stored away from food items.

### Discipline Policy

Our classrooms are small communities where teamwork and good relationships are expected. We will spend time learning class procedures and practicing them. Each student is expected to act within our standards of behavior. To establish a healthy classroom environment and help the children learn self-control, they will be guided to respect themselves and their companions through specific directions, positive reinforcement, redirection to new activities and responsible actions. All families are expected to sign our Riverland Hills Day School Discipline Policy. The full discipline policy can be found on our website and at the end of the parent handbook.

### Curriculum

We are thankful for the opportunity to teach Biblical principles as an integral part of all our activities. Our teachers include devotions, prayer, Bible verses and Bible stories in their lesson plans. *The Jesus Storybook Bible* written by Sally Lloyd-Jones and the accompanying curriculum is used daily. Schoolwide Chapel is held twice per month.

We provide a rich variety of activities for individual, small group and large group settings. This allows the children to learn from each other as well as their teachers.

South Carolina has developed Early Learning Standards to help guide early childhood professionals in benchmarks for development. Teachers use these standards to help with assessment of your child's development.

Each classroom has clearly defined learning centers and are arranged to promote independence, foster decision-making and encourage student engagement. The children select many of their own activities from the learning centers the teacher prepares. These centers may include dramatic play, blocks, math, science, books, art, games and music. Different levels of ability, development and learning styles are expected and accepted. A variety of age-appropriate materials and equipment is available and rotated to maintain children's interests. Children are encouraged to visit all centers.

Play is important to a child's development. While teachers provide structure and planned activities for the children, free play is how children learn about the world around them. Through play, children learn to relate to others, cope with difficulties, negotiate differences, regulate and express emotion, develop fine-motor and gross motor skills, develop creativity, and the list goes on and on. It is important to understand that play is a fundamental part of a successful Early Childhood classroom, and a vital part of the curriculum for children at these ages!

School readiness is an important goal for our program. Please know that there is a wide array of skills that deem a child "ready" to start kindergarten. While letter and number recognition and other cognitive skills are important, it is more important for your child to be socially and emotionally ready to enter kindergarten. Children entering kindergarten with these skills will have a far more successful experience than the child entering without the social and emotional readiness component.

### Snacks/Meals

All snacks and lunch should be provided from home. Children will be served a morning snack and an afternoon snack if they have a full day schedule. These snacks need to be clearly labeled AM and PM snack if your child stays for both.

These are the USDA guidelines for snacks (choose two of each) some examples are below:

**1 milk serving** (fluid milk)

**1 fruits / vegetables** (100% juice, fruit and /or vegetable)

**1 grains / bread** (bread, bagel, pita bread, cereal, crackers, pretzels, etc.)

**1 meat / protein** (cheese, cottage cheese, yogurt, etc.)

Examples of snacks that would meet the USDA requirements are:

- Wheat thins with apple slices (1 grain and 1 fruit)
- Snack size bagels with cream cheese (1 grain and 1 meat/protein)
- Pita bread with 100% Fruit Juice (1 grain and 1 fruit)
- Ritz Crackers and 100% Fruit Juice (1 grain and 1 fruit)
- Cheerios and Applesauce (1 grain and 1 fruit)
- Pretzels and 100% Fruit Juice (1 grain and 1 fruit)
- Yogurt and Cheerios (1 meat/protein and 1 grain)
- Apple slices with cheese (1 fruit and 1 meat/protein)

Lunch occurs from 12:00-12:30 daily. Children bring a packed lunch from home. Please pack a **nutritious lunch** for your child, limiting the amount of sugar. We are unable to refrigerate lunches, so please include cold packs in lunch boxes to keep food fresh. Be sure all utensils and containers that you wish to be returned are labeled with your child's name (including lunch box). As per DSS regulation, children three and under cannot have round or hard foods, as this presents a choking hazard. **Please do not send hard candy, nuts, popcorn, marshmallows, hot dogs, or whole grapes. Hot dogs may be served if cut lengthwise and quartered. Grapes may be served if cut in halves.**

**Due to several severe nut allergies we are a nut free facility. No nut products should be sent to school.**

### Clothing/Dress Code

- Your child should dress in comfortable play clothing.
- For easy identification, Jackets should be labeled with the child's name.
- Dress your child warmly in cold weather as we do have outside play.
- Clothing that suggests anything not in keeping with Christian values should not be worn. Inappropriate sayings or pictures on shirts should not be worn.
- Crop tops should not be worn at school.

- We strongly suggest all children wear sneakers or rubber-soled shoes that are suitable for the gym and playground. Flip-flops, crocs and sandals are not safe.

**Please place a change of clothing (including underwear, shoes and socks) in your child's bag based on the season that we are in.** Wet and/or soiled clothing will be changed immediately and placed in a plastic bag. The teacher will put a note on your child's bag informing you that this has taken place.

### Toilet Training

Children attending the three and four year old classrooms are required to be fully potty trained before the start of the school year. We define potty trained as:

- The child communicates the need to use the toilet.
- The child complies when instructed to try to use the toilet.
- The child can get on and off the toilet unassisted.
- The child can pull clothing on/off for toileting.
- The child can clean himself/herself after toileting.

**Children in these classes are not allowed to wear diapers or pull ups, even during nap.** We do recognize that starting in a new school environment can be overwhelming to a young child. Teachers will offer patience and assistance at the start of the school year. However, if accidents are occurring on a regular basis that would be disruptive to learning time. If your child is having consistent accidents you will first be contacted by the classroom teacher. If accidents continue you will be asked to meet with the school director and an action plan will be put into place. If it is determined that the child is not able to be independent in toilet training, you may be dismissed from the day school at the discretion of the director.

### What to Provide

**BACKPACKS:** To help your child carry messages and information to and from school, you are asked to provide a backpack. Students will be given a folder to send notes and information to you and for you to send notes to their teachers. Please have your child remove the notes and papers each day from the backpack and the folder to share with you. Independence is encouraged by having bags that have zippers or snaps that are easy to open and close. The bag should be large enough to hold your child's seasonal change of clothing and the child's class folder. Children's bags also need to hold all necessary items for nap if staying after 12:30.

**TWO-YEAR-OLD CLASSROOM NEEDS:** There are a few additional things that twos will need to provide on a regular basis:

- Each family is responsible for providing their own diapers. It is a good idea to write your child's name on the diaper with a Sharpie. Please make sure there are enough to get us through each day, as we do not keep extra on hand.
- **You are also responsible for sending one container of wipes per month. These are shared in the classroom.**

- If your child has any special diapering instructions, please let his/her teacher know.
- Please provide two changes of clothing daily (including socks and shoes) as children at this age are more likely to have accidents (of many sorts). As your child shows signs of potty-training readiness, please talk with the teacher about strategies for helping the child using your methods, when possible!

#### **NAP ITEMS:**

- **A One inch fourfold rest mat-** DSS requires that every child rest on a **waterproof** surface. These may be purchased at local stores such as Wal-Mart, Target or Educational Wonderland. Mats must be labeled with your child's name and will remain at school during the year. DSS mandates that all mats be free of tears and holes. We will alert you if a replacement mat is needed during the year. Mats are sanitized by teachers at least weekly.
- **A small pillow and blanket-**
  - Children will be allowed to keep a blanket and pillow in their cubbies.
  - **Pillows should be no larger than 12" x 18".**
  - Blankets will need to be small enough to fold and store easily in their cubbies.
  - Items can be sent on Monday and will be sent home on Friday for washing.
  - **Sleeping bags, large pillows, and large blankets are not permitted.**
- **Security Item-** some children have special items they need to fall asleep, such as a stuffed animal, a special "blankie," or even a pacifier for our youngest ones. These items will need to be sent daily with your child. This should be a "non-toy" item that is not electronic.
- In order to minimize disruption, children should not be picked up during naptime without the teacher or office being notified prior.
- **Children in our Three-Year-Old classroom should not bring a pacifier to school. If your Two-Year-Old still needs a pacifier, please be aware that it must be placed in his/her backpack when he/she arrives and will be given to him/her at naptime.**

GRIEVANCES: If a parent has a grievance, the following procedure should be used:

1. A resolution should be attempted with the person the grievance is with. (For example, if the disagreement is with a teacher, talk to the teacher about it first.)
2. The Director should be consulted to see if there is a resolution that can be achieved. Depending on the type of grievance, the Director may request that the grievance be submitted in writing.
3. Once a meeting with the Director has occurred, a time period will be specified to attempt improvement in the area causing concern.
4. At the end of this time period, if the parent is not satisfied with the outcome of the action taken, a copy of the written complaint should be sent to the Executive Pastor or other Church Leader as designated by the Executive Pastor. The recipient will contact the parent by letter within ten days of the receipt of the complaint.
5. Follow up will take place as needed within a time frame suitable to all parties involved.

