Keolu Elementary

Reporting Complaints or Concerns

Your concerns are important to us. Our goal is to understand your concerns and to take appropriate actions as soon as possible.

Below is Complaint/Concerns protocol.

**First Level**

Address the concern to the **direct individual** that is related to the situation. For example, your child is not doing well in reading. Contact the teacher first to discuss your concern and arrive at a resolution.

**Second Level**

If you feel that you were not able to come to a satisfactory resolution with the teacher or other “first direct” person, you may request a meeting with the **principal.**

To request a meeting, please call the school at 266.7818. You may also reach your child’s teacher via a communication log or any other way that the teacher has provided such as phone, email, and/or text.