



Parent or Legal Guardian and Student Complaint Procedures

At Miami Beach South Pointe Elementary School, we are committed to fostering a supportive and respectful environment for all students, parents, and staff. If you have concerns or complaints regarding any aspect of school life, including but not limited to IB, STEAM, or policies, please follow the procedure outlined below to ensure your issue is addressed promptly and effectively.

Parent/Gaurdian Complaints:

1. Discuss the concern with the teacher or staff member directly related to the issue at hand. This can be initiated through a Class DoJo message or scheduled conference.
2. If the issue is not resolved with simple communication, contact the main office for a meeting or phone call with administration.
3. If you still feel the issue is unresolved, parents are invited to contact the region superintendent via email.

Student Complaints:

1. Students are to discuss the issue with their teacher.
2. If the issue is still not resolved, students are invited to request a meeting with the school counselor or the school's administration to find a resolution.

All teachers can me reached through Class DoJo or emails. This information is given to all families at the beginning of the academic year. The main office phone number, administrations' emails, and region superintendent's email addresses are all listed on the school's website.