

## Parent/Guardian Concern Resolution Process for

### The Chicago High School for the Arts

At ChiArts we understand that when concerns arise it is important to know how and with whom to communicate. In alignment with our school's core values we believe in integrity, honesty, and transparency. To uphold these values we commit to addressing concerns as they arise and at the source. When resolving concerns we understand that disagreements may arise, but we maintain conflict resolution shall happen timely, respectfully, and in accordance with CPS/ChiArts standards of conduct. Please follow the steps outlined below to ensure all issues or concerns are addressed in a timely manner.

#### *Step 1:*

To initiate a concern please contact the main office via email at [mainoffice@chiarts.org](mailto:mainoffice@chiarts.org). To reach someone directly please call 773.534.9710 or use the contact information listed below. When calling please leave a voicemail message with your name, contact information, and a summary of your concern.

**Please allow at least 48 hours for your concern to be addressed by the appropriate parties.**

#### *Step 2:*

If you have concerns about your scholar-artist's academic or artistic performance please communicate with the teacher or arts department head as the first point of contact.

#### *Step 3:*

If a resolution is not reached with the teacher please contact the main office and ask for the concerns to be addressed by an administrator.

- **Main Office** | [mainoffice@chiarts.org](mailto:mainoffice@chiarts.org) | 773.534.9710
- **Hedgar Giron (Dean of Students)** | [hgiron@chiarts.org](mailto:hgiron@chiarts.org)

- **Kanika Glover (Assistant Principal)** | [kglover@chiarts.org](mailto:kglover@chiarts.org) | x12198
- **Wayne Williams (Principal)** | [wawilliams@chiarts.org](mailto:wawilliams@chiarts.org) | x49717
- **Greer Reed (Artistic Director)** | [greed@chiarts.org](mailto:greed@chiarts.org) | x12275

*Step 4:*

For additional resolution, please bring concerns to the Executive Director  
**Tina Boyer-Brown (Executive Director)** | [tbrown@chiarts.org](mailto:tbrown@chiarts.org) | x49724

If a concern still needs a resolution after contacting school administrators, your next steps would be the Board of Directors.

**ChiArts Board of Directors** | [board@chiarts.org](mailto:board@chiarts.org)

**Resources**

- [CPS Student Code of Conduct \(SCC\)](#)
- **National Suicide Prevention Lifeline:** Dial 988 or call 1-800-273-8255 [ English ] or 1-888-628-9454 [ Spanish ]
- **Trevor Lifeline (LGBTQAI):** Text Start To 678678
- **Crisis Hotline:** 773.553.1792