

FAMILY GRIEVANCE AND DISMISSAL POLICY

The Preparatory Division administration and staff are committed to maintaining an open-door, open-forum approach to problem solving and conflict resolution. If a family has a concern regarding the behavior of a teacher, the concern should be discussed with the director. If a family has a concern regarding the behavior of the director, they should speak directly to the Preparatory Division director. If they feel their concerns still have not adequately been addressed, they should present their grievance in writing to the director of the School of Music. The director will respond in writing to the parents and schedule a meeting if necessary.

The Preparatory Division reserves the right to withdraw a child or family from the program if it is decided that the relationship between the teacher, child, and parent or guardian is not mutually beneficial. The most important factor is assuring the child is in a learning environment that best meets his/her needs, and that everyone involved is treated with the utmost respect.

Should the teacher or director decide to exercise this right to withdraw a child or family, parents will be notified at the semester break or after evaluations in the Spring. In extreme situations, the immediate removal of a child or family from the program may be necessary. Children who are unable to meet the following behavior expectations may be dismissed from the program:

- Children need to be able to sit on the bench with hands in their lap for short periods of time, so the teacher can teach them the concepts necessary to play the weekly assignment.
- Children need to be able to listen to and follow instructions when given. Following instructions is how they will learn how to play the piano.
- Children need to be able to play the music that is assigned to them each week. This means practicing every day while following the teacher's practice directions. The student must be able to use the correct fingers, rhythmic counts, and hand position while practicing.
- Children need to be able to participate in activities during the group class. They must be able to move from the keyboards to the activities with or without assistance.
- Children need to listen to class teacher instructions and keep talking to a minimum. Speaking out of turn is disruptive to the other members of the class.
- Children need to be able to raise their hand to respond to questions or if they need to ask something.

Other reasons for dismissal may include, but are not limited to:

- Child or parents' needs cannot be met by the Preparatory Division program or faculty
- The child's behavioral issues cannot be resolved
- Physical or verbal abuse or intimidation of staff or children
- Parent behaviors that inhibit our ability to do business
- Nonpayment or habitual late payment of fees
- A family owing tuition at the end of the semester at the Preparatory Division may not re-enroll their child in the program until the balance due has been paid in full