



## *Behavioral Expectations for Students*

### We Believe:

- That being at your best will bring you the most success; in life as well as in school.
- The mission of SFPS is to help to produce students that are college and career ready.
- Whether our students go to college, or are planning to begin work right after high school, certain skills, attitudes and knowledge will make them most successful.
- Choose Success: Behavioral Expectations for Students (BES) is created to help to educate our youth to be successful in life.



### Parents are encouraged to:

- Teach children how to settle arguments without resorting to violence and will encourage them to use peaceful means (i.e. conflict resolution).
- Teach children about the dangers and consequences of guns and weapons.
- Support the school's policy and regulations regarding narcotics, drugs (prescription and non-prescription), alcohol, mood altering substances and tobacco.
- Support the technology guidelines set forth by the district using computers, software and Internet access.
- Follow and support the *Behavior Expectations for Students* as set forth by the Santa Fe Public Schools.

Link to the BESS document:

<http://www.sfps.info/documentcenter/view/9808>

# Complaint & Resolution Procedures



## FOR PARENTS

**Santa Fe Public Schools**  
**610 Alta Vista**  
**Santa Fe, New Mexico 87505**  
**505-467-2000**  
**[www.sfps.info](http://www.sfps.info)**

# Parent Concerns & Complaints

If you have a concern or complaint, we welcome your constructive criticism. We would hope any complaint will be resolved at the point of origin. If that does not happen, the following are the next steps:

*Please provide written documentation describing dissatisfaction, when proceeding to the next step.*

## Step 1: Teacher/Employee

Completely fill out the complaint form (available at your school site, 610 Alta Vista or [www.sfps.info](http://www.sfps.info)) and submit the form directly to the involved party (i.e. teacher/employee) with a copy for their supervisor.

## Step 2: Principal/Supervisor

If you are not satisfied with the disposition of the complaint at Step 1, notify in writing your response to the principal/supervisor, requesting their assistance in resolving the issue.

## Step 3: All Involved Parties

If not satisfied with the disposition of the complaint at Step 2, request the principal/supervisor to designate an alternate person to assist in resolving the issue through mediation.

## Step 4: Director of Family and Community Engagement

If not satisfied with the disposition of the complaint at Step 3, Submit your complaint in writing to the Director of Family and Community Engagement. The Director of Family and Community Engagement will work with the Associate Superintendent and necessary departments to resolve the issue.

## Step 5: Superintendent

If not satisfied with the disposition of the complaint at Step 4, submit your complaint to the Superintendent. The Superintendent or Superintendent's designee will respond to resolve the issue.

## Step 6: Board of Education

If not satisfied with the disposition of the complaint at Step 5, appeal you complaint in writing to the Board of Education.

# Parent Complaint Form

(Your complaint may be submitted through the principal/supervisor to the teacher/employee.)

*Please Print*

Date of submittal: \_\_\_\_\_

Person submitting complaint: \_\_\_\_\_

Mailing address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Complaint submitted to: \_\_\_\_\_

Complaint against: \_\_\_\_\_

Position: \_\_\_\_\_ School: \_\_\_\_\_

Has this complaint been submitted to anyone else?  Yes  No

If yes, who? \_\_\_\_\_

\*List steps taken to resolve the issue: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Statement of complaint (please attach all documents, which support your complaint) \_\_\_\_\_

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What is your desired resolution: \_\_\_\_\_

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Santa Fe Public Schools

