

Doral Academy, Inc.
Procedures for Addressing Concerns

Positive relations between the School and its parents and families are a primary concern. For that reason, every effort will be made to handle disputes in the most positive way possible. The following steps have been outlined in order to facilitate resolution of such issues:

Step 1

Make an appointment to clarify issue with your student's teacher (if applicable).

Step 2

Make appointment to clarify issue with the school administrator.

Step 3

Contact Educational Support Provider (Academica)

Phone - 305-669-2906

Email - parentsupport@academica.org

Step 4

Educational Support Provider will put you in contact with the Board Appointed Parent Liaison for your school.

Step 5

State concerns at a scheduled Governing Board meeting. If you want the Board to resolve or address some dispute or issue that you have with the school, then you must describe the matter in writing (assistance available upon request from Kelly Mallon / Board Liaison whose contact information is below) at least 3 days prior to a regularly scheduled meeting.

Kelly Mallon

Board Liaison

Email: kmallon@academica.org

Mailing Address: 6340 Sunset Drive, Miami, Florida 33143

Fax: (305) 669-2906

Note: This policy does not replace or change any proceeding that is governed by the Code of Student Conduct or the Parent Contract.

Step 6

Contact M-DCPS – Charter School Compliance and Support

**Doral Academy, Inc.
Conflict Resolution Persons**

	Charter Schools	WL#	Address	Parent Liaison	Affiliation	Phone	Email
1	Doral Academy	3030	2450 NW 97th Avenue, Miami, 33172	Eileen Beyra	ESP	305.669.2906	ebeyra@academica.org
2	Just Arts and Management Middle School (JAM)	6083		Kelly Mallon	ESP	305.669.2906	kmallon@academica.org
3	Doral Academy of Technology	3029	2601 NW 112th Avenue, Miami, 33172 & 11100 NW 27th Street, Miami, 33172	Millie Sanchez	ESP	305.669.2906	msanchez@academica.org
4	Doral Academy Charter Middle School	6030		Christine McGuinn	ESP	305.669.2906	cmcguinn@academica.org
5	Doral Academy Charter High School	7020		Maggie Fresen	ESP	305.669.2906	mfresen@academica.org
6	Doral Performing Arts & Entertainment Academy	7009		Vanessa Mancebo	ESP	305.669.2906	vmancebo@academica.org