

WHAT TO DO IF YOU HAVE A QUESTION, SUGGESTION OR CONCERN:

At LSS Childcare and Education Services, we believe that parents are an essential part of the team that provides the highest quality education for students. From our youngest infants to our oldest school age students we ask for and appreciate the feedback of parents. We request feedback with surveys and parent committee meetings but we ask that you not wait for those opportunities to tell us what is on your mind. We want you and your child to have the best possible experience and hope that you will tell us immediately if you have input on how to improve our services.

If you have a question, suggestion or concern please:

1. Feel free to talk to the staff person in your child's classroom if you'd like.
2. Talk to the lead teacher of your child's classroom.
3. Talk with the Program Supervisor of your location. These names and contact information are listed outside classroom doors and/or on the main bulletin board.
4. If the Program Supervisor is unable to address your concern please feel free to contact Director of Childcare and Education at 605-215-2773 or Learning@lsssd.org.
5. If your concerns are still not addressed we invite you to file a grievance or contact the Lutheran Social Services Vice President of Community Services.

Thank you for your ongoing commitment to your child's education. Again, we look forward to hearing from you and truly appreciate your input.