

## LJHS Students Guide to Issue Resolution

At times, issues arise and it is our intention to work together, in a student-centered approach, to resolve issues quickly. Learning to solve problems *independently* is an important part of a student's maturing process and needs to be learned before leaving high school.

*In case of emergency contact the office or an adult immediately.*

### **Issues related to a specific classroom i.e. grades, homework, projects, etc.:**

1. A student should attempt to resolve the issue with his/her classroom teacher **first** by requesting an appointment to speak to the teacher. At the beginning of the year each teacher will explain to their students the best way to communicate with them. Click [here](#) for teacher contact information.
2. If the issue isn't resolved, the student should contact their counselor for assistance. Please make an appointment by calling or emailing the counselor directly. Click [here](#) for counselor contact information.
3. If, after the first two steps have been taken the student's issue has still not been resolved, the student should contact their Vice-Principal. Click [here](#) for Vice-Principal contact information.
4. After steps one through three have been taken and the student still hasn't found a resolution to their issue, they are encouraged to make an appointment with the Principal. To set up an appointment with the Principal contact the Principal's secretary at [Rmcgee-bastani@sandi.net](mailto:Rmcgee-bastani@sandi.net) or 858-454-3081 extension 2200.
5. The very **last** resort is for the student to contact the Quality Assurance Office at [qualityassurance@sandi.net](mailto:qualityassurance@sandi.net) or 619-725-7211.

### **Concerns about another student's wellbeing or unresolved issues with another student:**

1. The student is encouraged to contact their counselor. Click [here](#) for counselor contact information.

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It is always our intent to resolve issues at the lowest level possible and with the student taking the lead. We understand that at times parents need to help their child resolve an issue and we welcome that, BUT first empower your child to individually navigate the steps outlined above. Every effort will be made to respond to a student within three *school* days and most issues should take no longer than 30 days to be resolved. *It is important to remember that a resolution may not always mean the student gets what he or she wants but it will mean they have been heard, respected and will better understand and appreciate the situation and its limitations.* It is the student's responsibility to keep documentation of this process such as times and dates of meetings, notes of what was discussed and who attended the meeting. This could be as simple as writing it into their school planner.