

FROM THE SCHOOL OMBUDSPERSON

Good morning

My role as group Ombudsperson is intended to serve as a voice-giving mechanism for stakeholders of IEP who disagree with a decision made by the School. I am here to resolve tensions and resolve conflicts between you and an IEP school, its programs, offices, and staff.

As the Ombudsperson, I do not take sides. I work with parents and community members to **clarify** and **resolve** questions, concerns and complaints in a fair and timely manner.

I am here to help you as an objective, third party who works with you to **listen**, **investigate**, **clarify**, and **resolve** any questions, concerns and complaints about your school.

When should you contact the Ombudsperson? When you've done all you can to solve your problem with the school, but still:

- Cannot get an adequate response from your school Director
- Strongly disagree with a decision regarding discipline or policies
- Have requests for information that go unanswered.
- Cannot get a fair resolution to your problem.
- Do not know who else to turn to for answers or help.

How do you contact the Ombudsperson?

Contact the Ombudsperson, ombudsperson@iepgroup.es

