

**Mater 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](mailto:parentsupport@academica.org)

**Step 4**

Educational Support Provider will put you in contact with the Board Appointed Parent Liaison for your school. *(See Attached)*

**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. Your matter will be added to the Board's agenda. Please understand that: *A public board meeting is the only forum in which Board Members should be addressed for disputes and the only forum in which they will respond to you. Board Members cannot respond to any other direct means of contact because an individual charter school board member, even the Chairman, does not have the authority to make decisions on behalf of Mater Academy, Inc.*

Kelly Mallon

Board Liaison

Email: [kmallon@academica.org](mailto: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 the Charter School Compliance and Support at your local school district

**Mater Academy, Inc. 2016-2017 Conflict Resolution Specialists**

School Name	WL#	Conflict Resolution Specialist	Affiliation	Phone	E-mail
Mater Academy	0100	Adri Lima	ESP	305.669.2906	<a href="mailto:alima@academica.org">alima@academica.org</a>
Mater Academy East Charter School	3100	Janelle Balsa	ESP	305.669.2906	<a href="mailto:jbalsa@academica.org">jbalsa@academica.org</a>
Mater Academy East Charter Middle School	6009	Millie Sanchez	ESP	305.669.2906	<a href="mailto:msanchez@academica.org">msanchez@academica.org</a>
Mater Academy East Charter High School	7037	Jeanette Nunez	ESP	305.669.2906	<a href="mailto:jnunez@academica.org">jnunez@academica.org</a>
Mater Academy of International Studies	1017	Eileen Beyra	ESP	305.669.2906	<a href="mailto:ebeyra@academica.org">ebeyra@academica.org</a>
Mater Academy Middle School of International Studies	6047	Annette Frances	ESP	305.669.2906	<a href="mailto:annetemiraola@yahoo.com">annetemiraola@yahoo.com</a>
Mater Academy High School of International Studies	7024	Amy Nunez	ESP	305.669.2906	<a href="mailto:anunez@academica.org">anunez@academica.org</a>
Mater International Academy	3000	Daniel Diaz	ESP	305.669.2906	<a href="mailto:ddiaz@academica.org">ddiaz@academica.org</a>
Mater Academy Middle School	6012	Victor Barroso	ESP	305.669.2906	<a href="mailto:Victorb99@gmail.com">Victorb99@gmail.com</a>
Mater Academy High School	7160	Collette Papa	ESP	305.669.2906	<a href="mailto:cpapa@academica.org">cpapa@academica.org</a>
Mater Performing Arts & Entertainment Academy	7014	Ana Martinez	ESP	305.669.2906	<a href="mailto:amartinez@academica.org">amartinez@academica.org</a>
Mater Gardens Academy Elementary School	0312	Maggie Fresen	ESP	305.669.2906	<a href="mailto:fresenm@yahoo.com">fresenm@yahoo.com</a>
Mater Gardens Academy Middle School	6042	Christine McGuinn	ESP	305.669.2906	<a href="mailto:cmcguinn@academica.org">cmcguinn@academica.org</a>
Mater Lakes Academy Middle School	6033	Edga Brana	ESP	305.669.2906	<a href="mailto:ebrana@academica.org">ebrana@academica.org</a>
Mater Lakes Academy High School	7018	Lynn Teck	ESP	305.669.2906	<a href="mailto:lynn_norman@yahoo.com">lynn_norman@yahoo.com</a>
Mater Academy (Miami Beach)	5047	Carolina Romero	ESP	305.669.2906	<a href="mailto:cromero@academica.org">cromero@academica.org</a>
Mater Grove Academy	5045	Marjorie Benet	ESP	305.669.2906	<a href="mailto:mbenet@academica.org">mbenet@academica.org</a>
Mater Brickell Preparatory Academy	5046	Andrea Dominguez	ESP	305.669.2906	<a href="mailto:adominguez@academica.org">adominguez@academica.org</a>
Mater Academy at Mt. Sinai	5054	Vanessa Gonzalez	ESP	305.669.2906	<a href="mailto:vgonzalez@academica.org">vgonzalez@academica.org</a>
iMater Academy	5384	Kelly Mallon	ESP	305.669.2906	<a href="mailto:kmallon@academica.org">kmallon@academica.org</a>
iMater Academy Middle School	6014	Vanessa Mancebo	ESP	305.669.2906	<a href="mailto:vmancebo@academica.org">vmancebo@academica.org</a>
iMater Preparatory Academy High School	7090	Lauren Newmeyer	ESP	305.669.2906	<a href="mailto:lnewmeyer@academica.org">lnewmeyer@academica.org</a>
Mater Academy Bay	4010	Christina Perdomo	ESP	305.669.2906	<a href="mailto:cperdomo@academica.org">cperdomo@academica.org</a>
Mater Academy Virtual Middle High	6997	Lina Sierra	ESP	305.669.2906	<a href="mailto:lsierra@aveteaching.com">lsierra@aveteaching.com</a>