

Pinecrest 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.

[Step 2](#)

Make appointment to clarify issue with the school administrator.

[Step 3](#)

Contact your Board Appointed Parent Liaison / Parent Involvement Specialist for your school (see list below).
If the person named is not able to assist with dispute resolution, please contact the following:

For schools located in Miami-Dade: Jeanette Nunez (jnunez@academica.org)

For schools located in Orange, Lake, Pasco, and Brevard Counties: Fernando Barroso
(fbarroso@academica.org)

[Step 4](#)

Discuss concerns with a Board Member or other Board Representative (Jeanette Nunez or Fernando Barroso will assist)

[Step 5](#)

State concerns at a scheduled Governing Board meeting. All complaints should be provided to the Board in writing (assistance available upon request) via Kelly Mallon / Board Liaison (contact information below) at least 3 days prior to a regular scheduled meeting.

Kelly Mallon

Director of Board Relations

Email: kmallon@academica.org

Mailing Address: 6340 Sunset Drive, Miami, Florida 33143

[Parent Involvement Representatives](#)

Per Florida Statute, Each charter school's governing board must appoint a representative to facilitate parental involvement, provide access to information, assist parents and others with questions and concerns, and resolve disputes. The representative must reside in the school district in which the charter school is located and may be a governing board member, a charter school employee, or an individual contracted to represent the governing board. If the governing board oversees multiple charter schools in the same school district, the governing board must appoint a separate representative for each charter school in the district.

Miami-Dade

Pinecrest Prep Academy (0600): Ana Diaz (adiaz@pinecrestprepacademy.com)

Pinecrest Cove Academy (5049): Vanessa Rodriguez (vrodriguez@pinecrestcove.com)

Pinecrest Academy Charter Middle School (6022): Jennifer Kairalla (jkairalla@ppmhcharterschool.org)

Pinecrest Academy Charter High School (7053): Amelia Estrada (aestrada@ppmhcharterschool.org)

Pinecrest Academy South Campus (0342): Elaine Clemente (eclemente@pinecrestacademysouth.com)

Pinecrest Academy North Campus (5048): Misty Lopez (m.lopez@pinecrestnorth.com)

Pinecrest North Preparatory (Fontainebleau Campus) (5004): Victoria Larrauri (vlarrauri@pinecrestacademynorth.com)

Pinecrest Academy Glades K-5: Susie Dopico (sdopico@pinecrestglades.com)

Pinecrest Academy Glades 6-12: Zuleika Santos (zsantos@pinecrestglades.com)

Orange

Pinecrest Creek Academy (0203): Erika Briones (ebriones@pinecrestcreek.com)

Pinecrest Academy Orlando (0155): Desiree Lumpuy (DLumpuy@pinecrestorlando.org)

Pinecrest Academy Avalon (0238): Yasmeen Khan (ykhan@pinecrestavalonk5.com)

Pinecrest Collegiate Academy Middle High School Charter (0283): Fernando Barroso (fbarroso@academica.org)

Lake

Pinecrest Lake Academy (9041): Christina Alcalde (CAAlcalde@PinecrestLakesAcademy.com)

Pinecrest Lakes Middle High School (9061): Jennifer Jimenez (Jjimenez@pinecrestlakesmiddlehigh.com)

Pinecrest Academy Four Corners (9027): David Smith (dsmith@pinecrestfourcorners.com)

Pinecrest Academy Taveres (9039): Rebecca Schanck (rschanck@pinecresttavares.com)

Pasco

Pinecrest Academy Wesley Chapel (4332): Aimee Mielke (amielke@pinecrestwesleychapel.com)

Brevard

Pinecrest Academy Space Coast (6558): Silvia Mijuskovic (smijuskovic@pinecrestspacecoast.com)

* If the person named is not able to assist with dispute resolution, please see Step 3 above.