

Community Relations

Communication Protocols for Parents and Students

Unless otherwise stipulated by law, ordinance or other policy the following protocols are established so that students and/or parents may bring concerns to the attention of the most appropriate parties and have a process by which issues may be expressed, considered, and resolved.

- a. When a concern emanates from a classroom situation, students or parents should first discuss it with the teaching staff member most directly involved.
- b. When the situation, such as school wide issues, is one commonly resolved by the assistant principal, teacher or department chair, he/she should be consulted. If the matter remains unresolved, it may be submitted to the principal.
- c. If the parties concerned feel that the discussion has not led to a satisfactory conclusion, they may proceed to discuss the matter with the building principal in an attempt to reach an amicable conclusion.
- d. Concerns about administrative actions may be addressed directly to the building principal.
- e. Concerns about a district policy may be brought directly to the Superintendent.
- f. Matters not satisfactorily resolved at the school level may be appealed to the Superintendent. The appeal should be in writing and specify the nature of the problem.
- g. The Superintendent shall attempt to resolve the matter as quickly as possible and shall communicate a written decision and explanation to the parties concerned.
- h. When a decision is communicated by the Superintendent and is not deemed satisfactory by the parties involved, they may request a review of the decision by the Board of Education. Such request shall be submitted in writing. A committee of the Board of Education shall, through a fact-finding process, review the Superintendent's decision. The committee shall report the results of its fact finding and recommend appropriate action to the Board. The Board of Education shall render a written decision in a timely manner.