

COMMUNITY RELATIONS

Questions and Concerns

Most questions or concerns can be resolved by informal discussions between the community member and staff. The following flowchart sets the communication flow for questions or concerns to be resolved.

After following the steps noted in the flowchart, then if the matter is still not resolved, the Superintendent will present the issue to the Board. If the question or concern is against a staff member, it will be handled in executive session as per Board Policy 1410: Executive Session, in the presence of the staff member. The Board will attempt to make a final resolution of the matter. Any formal actions by the Board must take place at an open meeting. If such action may adversely affect the contract status of the staff member, the Board will give written notice to the staff member of his/her rights to a hearing.

Date: 12/20/99; 1/13/03; 1/23/06; 2/7/17

Question or Concern

Email the teacher or person closest to the question/concern.

- i.e. a bus related question would go to the Transportation Supervisor.
- i.e. a question about instruction would go to the teacher.
- cc the appropriate supervisor.

Response within 30 hours.

No ← Issue resolved or understood → Yes → End

Make an appointment to see the appropriate supervisor

Back to top ← No ← Was the teacher or closest person contacted first? → Yes

Meet with appropriate supervisor

- Usually the teacher or staff member would be in attendance at the meeting.

No ← Issue resolved or understood → Yes → End

Contact the school principal in writing/email to schedule a meeting.

- This meeting may be with all those involved. - This is at the principal's discretion.
- The principal may invite you to meet with another member of staff.
- The school will follow up with a telephone call or email.

No ← Yes → End

Make an appointment to see the Superintendent

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Meet with Superintendent

No ← Issue resolved or understood → Yes → End

Contact Superintendent's office in writing for next steps.

