STEPS TO FOLLOW WHEN ADDRESSING A CONCERN

QUESTION OR CONCERN

EMAIL THE TEACHER OR PERSON CLOSEST TO THE QUESTION / CONCERN

EXAMPLES:
- A question about instruction contact the teacher
- A question about food service contact the food service provider
- A question / concern about a specific afterschool activity contact the coach or provider

RESPONSE WITHIN 36 HOURS

IS THE ISSUE RESOLVED OR UNDERSTOOD?
- NO
- YES → END

MAKE AN APPOINTMENT with the appropriate coordinator, assistant principal or principal

WAS THE TEACHER OR PERSON CLOSEST TO THE QUESTION / CONCERN CONTACTED FIRST?
- NO
- YES → **MEET WITH THE APPROPRIATE COORDINATOR, ASSISTANT PRINCIPAL OR PRINCIPAL**
  The teacher or other staff member may be in attendance at the principal's discretion

IS THE ISSUE RESOLVED OR UNDERSTOOD?
- NO
- YES → END

CONTACT THE SCHOOL DIRECTOR IN WRITING TO SCHEDULE A MEETING

- The director may invite you to meet with another staff member
- The director may invite you to meet and there may be others in attendance at the director's discretion
- The school will follow up with an email, telephone call or meeting

IS THE ISSUE RESOLVED OR UNDERSTOOD?
- NO
- YES → END

IN WRITING TO THE DIRECTOR, REQUEST TO CONTACT THE SCHOOL BOARD'S ISS SENIOR LEADER EXECUTIVE

- The director will connect you with the school board's ISS senior leader executive
- Question / concern / complaint unresolved by the teacher / person closest to the issue, the appropriate coordinator, assistant principal, principal and the director can be submitted, in writing, to the school board's ISS senior leader executive

SCHOOL BOARD RESPONDS

END