

Parent Concerns: A Guide for Resolution

As a parent you may have a question or concern about an aspect of your child's educational experience from time to time. The following model represents some of the best practices for handling complaints fairly and respectfully.

Where do I start if I have a concern or problem?

Always begin with the teacher or staff member. A face-to-face meeting between teacher, parent and student may be the best approach. Most problems can be successfully solved at this level.

Before your meeting, think about the nature of your concern and try to write down the details. Focus on:

- What your specific concerns are
- When and where the incident occurred
- Who else was involved
- Whether anyone saw it happen
- Whom you have spoken to already
- What you want to happen as a result of your complaint

If the matter cannot be resolved at this meeting, where do I go next?

You need to fill out a Public Complaint form, available from any school office, the district office, or the SKSD website: www.skschools.org. Contact the principal or assistant principal of your school. He/she will make every effort to solve the problem at the school level.

What if my problem cannot be solved at the school level?

If you are not satisfied with the answer or proposed solution to your concern at the principal/supervisor level, you may then contact the district office to speak with the Assistant Superintendent of Teaching & Learning Dr. Tom Edwards at 360.874.7004. In some circumstances, a formal hearing will be held to review the matter. In all cases, the issue will be reviewed with you and others concerned in an effort to reconcile the concerns and move forward.

Where would I go from there?

If your concern is about a district-wide matter or about a superintendent-level decision, you may wish to contact the office of the Superintendent of the South Kitsap School District at 360. 874.7001.

Can I take the matter to the Board of Directors?

If at that point you are not satisfied with the above process, and cannot arrive at a result you can accept, you may write a letter to the Board of Directors to ask them to review your concern. In some matters, like student discipline, the Board may make a decision about the issue. Personnel and student matters are handled in closed sessions with the Board. Other matters may be presented to the Board in writing or at their regular meetings, usually the first and third Wednesday of each month.

The South Kitsap School District provides equal educational and employment opportunity without regard to race, creed, religion, color, national origin, age, honorably-discharged veteran or military status, sex, sexual orientation – including gender expression or identity, marital status, or the presence of any sensory, mental, or physical disability, the use of a trained dog guide or service animal by a person with a disability. Equal access to activities, facilities and program is provided to the Boy Scouts of America and other designated youth groups. District procedure complies with all applicable state and federal laws. The Title IX Officer, Section 504 Coordinator, and Gender Inclusivity Officer with the responsibility for monitoring, auditing and ensuring compliance with this policy are:

Compliance/ADA/Title IX Coordinator
Will Sarett, Executive Director of Human Resources
2689 Hoover Avenue SE, Port Orchard, WA 98366
360-874-7071 sarett@skschools.org

Section 504 Coordinator
Paul Hulbert, Principal
2689 Hoover Avenue SE, Port Orchard, WA 98366
360-443-3610 hulbert@skschools.org

Gender Inclusivity Compliance Officer
Dr. Tom Edwards, Assistant Superintendent
2689 Hoover Avenue SE, Port Orchard, WA 98366
360-874-7003 edwards@skschools.org