



Port Neches-Groves ISD

Administrative Guidelines

Steps in Addressing District Concerns and Issues

WHAT TO DO IF...

You are displeased, disagree, or question a decision made by school personnel; or
You have objections to school practices or policy; or
You have concerns related to students, curriculum, activities, or schedules; or
You disagree with the actions of a teacher or other school employee:

Since the vast majority of concerns can be resolved only by those individuals who are closest to the problem, it is important that they be contacted FIRST and given an opportunity to respond to any issues or concerns. Most problems will be resolved at this level.

1. **CONTACT THE STAFF MEMBER CLOSEST TO THE PROBLEM.** In the case of concerns related to student behavior or performance, this staff member will usually be the classroom teacher or coach. In the case of concerns related to PNGISD support staff, the appropriate contact person is the immediate supervisor or administrator.
2. If the matter is not resolved satisfactorily at the level closest to the problem, patrons, parents, staff members, and others who may have concerns related to district policies or practices should **contact the next level of supervision.** In the case of student/classroom/teacher issues that have not been resolved satisfactorily, the next step would be to contact the counselor, assistant principal, or principal depending upon the issue and the remedy being sought. In the case of staff support employees, the next step would be to contact the appropriate supervisor or principal depending on whether or not the staff member is assigned to an individual campus staff or to district staff.
3. After seeking resolution of issues/concerns at the second level of supervision, individuals who still feel that their concerns or issues have not been appropriately addressed should **make an appointment to visit with the assistant superintendent.**
4. At this level, the complaint/concern should be put in writing on the appropriate form provided by the assistant superintendent. Issues that are not resolved at this level should be appealed to the next level. The appeal should be made in writing to the superintendent's office. Depending on the issue, the superintendent will determine whether or not the issue should be placed on the agenda before the Board or whether or not it could possibly be productive to pursue resolution of this issue in a meeting with the superintendent.

5. Any issue not resolved adequately at the level of the office of the superintendent may be appealed to the Board of Trustees for consideration. The request for appeal must be made in writing to the office of the superintendent and must include the remedy being sought by the complainant.

It is the intention and the goal of PNGISD to work collaboratively with parents, patrons, and employees to address and resolve differences in a manner that honors and respects the dignity of all humans. The above procedures are provided in Board Policy as a process through which one may pursue an issue or disagreement only after a genuine effort has been made to resolve the issue at the lowest possible level.