

## Red Hook Central School District Communication Protocol

### *Who to call with concerns or questions*

#### Parent Teacher Communication Protocol

The Red Hook Central School District (RHCS) prides itself in welcoming parent participation and involvement. Our teachers and principals communicate often to keep parents informed of school events and procedures. Since our primary concern is the well-being and education of our students, the RHCS staff is committed to open, honest communication with parents. Despite our very best efforts, questions and concerns do arise. When parents have a question concerning a classroom situation, their first contact should be with the classroom teacher, since the teacher is likely the closest to the question or concern and is most able to resolve it quickly and effectively. To ensure the success of our students, we recommend that the following five steps be followed when a question or concern arises:

1. A student should go to the teacher first with their questions, concerns, or comments unless it is a building-wide or system-wide concern.
2. Parents should go to the teacher with their questions, concerns, or comments.
3. The teacher will follow up with the parent on the resolution of questions, concerns, or comments.
4. If questions or concerns continue, the parent may choose to contact the principal. The principal may be able to resolve the issue or offer to set up a meeting with the concerned parties.
5. The teacher, parent, and principal will follow up on resolution of questions or concerns.

**Additional Contact Information: 845-758-2241** Please use the following guide to help you decide whom to contact first.

Questions/Concerns	Step 1	Step 2	Step 3	Step 4
Academics/Student Progress	Classroom / Subject Teacher	HS/MS Guidance	Building Principal	Asst. Supt. for Instruction
Scheduling/Classroom	HS/MS Guidance Elementary Classroom Teacher	Building Principal	Asst. Supt. for Instruction	Superintendent
Procedures & Policies	Teacher	Building Principal	Asst. Supt. for Instruction	Superintendent
Curriculum	Classroom / Subject Teacher	Building Principal	Asst. Supt. for Instruction	Superintendent
Athletics	Coach	Director P.E. Health/Athletics	Superintendent	Superintendent
Behavior	Classroom / Subject Teacher	Building Principal	Director of Pupil Services	Asst. Supt. for Instruction
Budget	Principal	Business Administrator	Superintendent	Board of Education
Extra-Curricular Activities	Club Advisor	Building Principal	Asst. Supt. for Instruction	Superintendent
Health Issues	School Nurse	Building Principal	Director P.E. Health/Athletics	Superintendent
Board of Education Policies	Building Principal	School District Clerk	Superintendent	Board of Education
Special Education	Classroom / Special Ed Teacher	Building Principal	Director of Pupil Personnel Services	Superintendent
Transportation	Driver	Transportation Director	Building Principal	Business Administrator
Building Use	Main Office	Building Principal	Director of Facilities	Business Administrator
Buildings / Grounds Issues	Building Principal	Director of Facilities	Business Administrator	Superintendent
Safety	Building Principal	Director of Facilities	Business Administrator	Superintendent
Free/Reduced Meal Program	Food Service Director	Business Administrator		Superintendent
Student Registration	District Registrar			Superintendent

