

Springfield Public Schools Chain of Communication Chart #1

WHAT IS THE PURPOSE OF YOUR COMMUNICATION?

I HAVE A QUESTION ABOUT MY CHILD'S:

- CLASSWORK
- HOMEWORK
- LEARNING EXPERIENCE

I HAVE A QUESTION ABOUT MY CHILD'S:

- SOCIAL EMOTIONAL NEEDS & SUPPORT
- RELATIONSHIP WITH PEERS

REACH OUT TO THE
TEACHER FIRST

Are they a student with a IEP? If so,
you may want to copy the **case
manager**

REACH OUT TO
TEACHER & SCHOOL
COUNSELOR

If you still have a concern or question, please first consider:
Is it an emergency?
Did you allow 2 working days to respond?

YES

NO

REACH OUT TO THE
PRINCIPAL/ ASST. PRINCIPAL

PLEASE ALLOW 2 WORKING DAYS
BEFORE ESCALATING YOUR CONCERN

If the issue wasn't handled to your satisfaction, please first consider:
Is it an emergency? Did you allow 2 working days for the principal/asst. principal
to respond? See Chart #2 to identify what other administrators might be helpful.
Our website also includes names and contact number of resources in the district.

YES

NO

REACH OUT TO THE
DIRECTOR/ ASST. SUPT.

PLEASE ALLOW 2 WORKING DAYS
BEFORE ESCALATING YOUR CONCERN

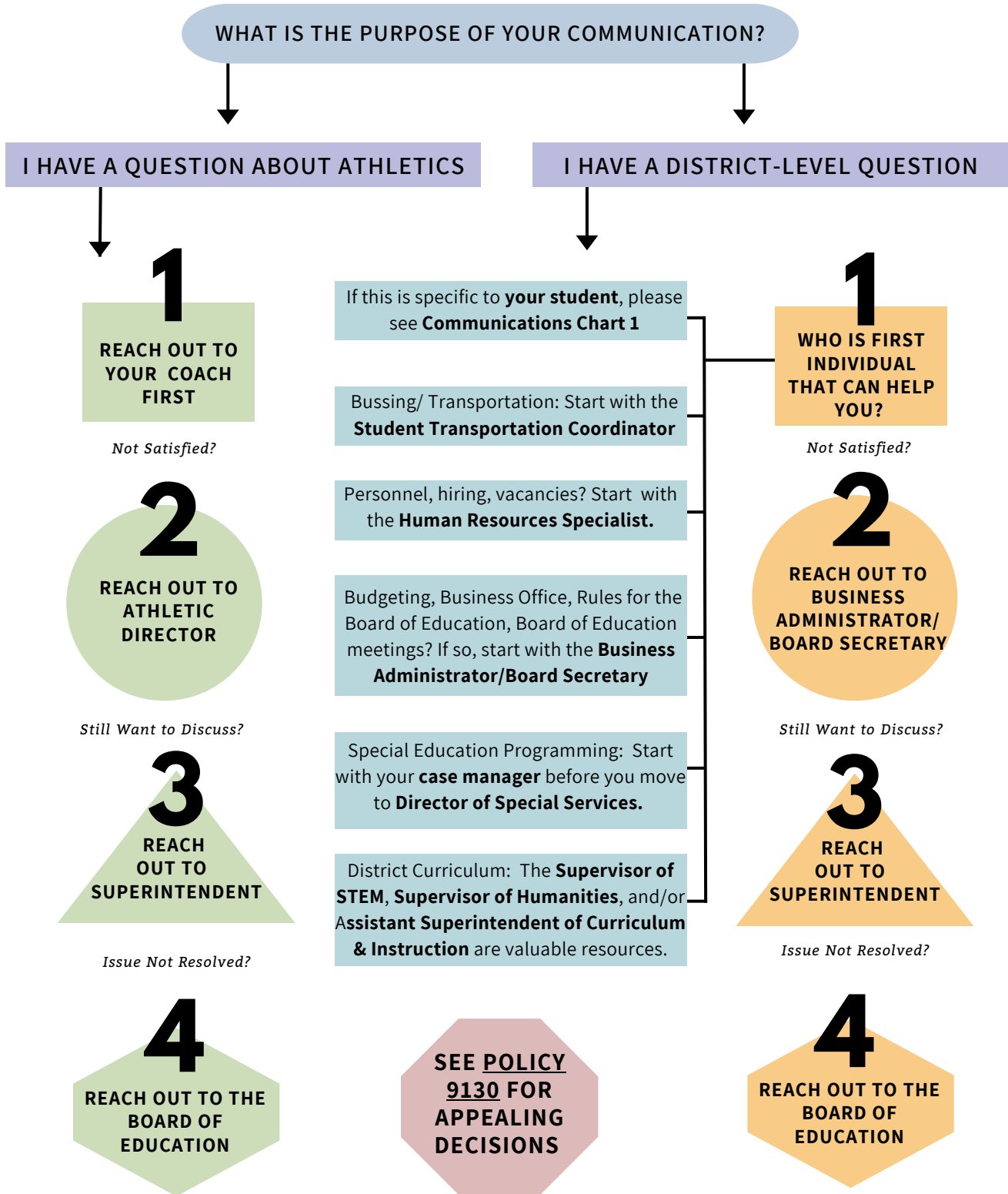
Please note: If the Supt. is **copied** on an email, they will ensure that the response from
the appropriate individual(s) is provided, but may not respond directly. If an email is
sent **only** to the Supt., they will forward it to the appropriate leader to follow up, before
responding.

If the issue wasn't handled to your satisfaction, or you would like to discuss your concern
further, please contact the **Superintendent**.

If you wish to appeal a decision, or wish to share continued concerns, please contact the
Board of Education and please see **Board Policy 9130** for specific guidance.

Please note, if your concern relates to administration or personnel, the Board can listen, but
the communication will be sent to the Superintendent.

Springfield Public Schools Chain of Communication Chart #2



Please note, if your concern relates to administration or personnel, the Board can listen, but the communication will be sent to the Superintendent.