



PHONE CALL/E-MAIL

COMMUNICATION PROTOCOL



<u>Schedule Change</u>	<u>Grade</u>	<u>Teacher Issue</u>	<u>HIB</u>	<u>Extra Curricular</u>
Guidance Counselor	Teacher	Teacher	Anti-Bullying Specialist	Advisor
Principal	Guidance Counselor	Assistant Principal or Principal	Assistant Principal	Director of Student Activities
	Principal		Principal	Principal

The chart illustrates the flow of phone calls and e-mails into the district in terms of initial and ultimate responsibility. The first person on the list will resolve the problem. That person may involve others as indicated in the chart, however, the responsibility for follow-up and resolution rests with the first person on the list.

Process for a Successful Outcome

- ❖ Follow the protocol – contact the proper person first and allow this person the opportunity to resolve the issue.
- ❖ Please be professional and courteous with the Faculty and Staff.
 - We understand that anything involving your child is important and personal. Allow the Teacher the chance to hear you and to be heard.
 - We advise Teachers and Parents to remove emotion from the situation and focus on a positive outcome.
- ❖ Please be patient - Faculty and Staff have 24 hours to respond.
- ❖ Remember that the Educator and Parent have the same goal – the best possible experience for your child and all children in the classroom/school.
- ❖ If you are unable to reach a positive resolution, please move to the next level per the Communications Protocol.