

# COMMUNICATIONS MATRIX



Parents/Patrons should use the matrix below to address questions or concerns. Issues should be addressed beginning at level 1. If the issue cannot be resolved, it is appropriate to move to the next level with the inquiry.

Areas of Concern	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Academics & Curriculum, Instruction & Assessment	Teacher	Assistant Principal	Principal	Directors of Curriculum & Instruction	Superintendent	Board of Education
Activities & Athletics	Coach/Sponsor	Athletic Director	Principal	Superintendent	Board of Education	
Discipline	Teacher	Assistant Principal	Principal	Director of Student Services	Superintendent	Board of Education
Facilities, Maintenance & Grounds	Assistant Principal or Athletic Director	Principal	Director of Buildings & Grounds	Director of Business Services	Superintendent	Board of Education
Food Service	School Kitchen Manager	Food Service Coordinator	Director of Business Services	Superintendent	Board of Education	
General Concerns	Teacher	Assistant Principal	Principal	District Level Directors	Superintendent	Board of Education
Counseling, Social Emotional Learning & Mental Health	School Counselor, Social Worker, Psychologist	Assistant Principal	Principal	Director of Student Services	Superintendent	Board of Education
Health Services	School Nurse/Health Aide	District Nurse	Principal	Director of Student Services	Superintendent	Board of Education
Special Education	Teacher	Assistant Principal	Principal	Director of Student Services	Superintendent	Board of Education
Transportation	Assistant Principal	Principal	Director of Business Services	Superintendent	Board of Education	