



CHAIN OF COMMUNICATION

CHART 1 The **Mount Olive Township School District** finds that the quickest and most effective way to resolve a concern regarding your child is by addressing it at the most direct level.

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:

- RELATIONSHIP WITH PEERS
- SOCIAL EMOTIONAL NEEDS & SUPPORT

REACH OUT TO THE
TEACHER FIRST

ARE THEY A STUDENT WITH AN
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 K- 5: PRINCIPAL/
INSTRUCTIONAL SUPERVISOR
6-12: PRINCIPAL/VICE PRINCIPAL/SUPERVISOR

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 ADMINISTRATOR 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 ASSISTANT
SUPERINTENDENT

PLEASE ALLOW 2 WORKING DAYS BEFORE
ESCALATING YOUR CONCERN

ESCALATING
YOUR CONCERN?

- If the Superintendent 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 Superintendent, 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 refer to **Board Policy 9130** for specific guidance.
- If your concern relates to administration or personnel, the Board can listen, however; the communication will be sent to the Superintendent.