



Lyndhurst Public Schools

Addressing Concerns

ADDRESSING CONCERNS

Lyndhurst Public Schools strives to respond to concerns and/or questions as quickly and effectively as possible. In a school system, as in any organization, the “chain of command” refers to communication levels of authority in the school district. The philosophy behind the chart below is to refer community members to those people in the organization who can best solve any concerns or questions that may arise, and then direct them to the appropriate people if issues are not able to be effectively addressed at the first level.

WHERE DO I BEGIN THE PROCESS IF I HAVE A CONCERN?

Most questions/concerns are quickly and completely answered by communicating directly with the staff member involved with or responsible for the area of concern. Depending on the issue, an in-person or telephone conversation is often better than an email conversation, as it allows true two-way communication with less opportunity for misunderstandings. Each situation is different. See the “Progression for Addressing Concerns” listed below for examples.

WHY SHOULD I NOT BRING MY CONCERNS DIRECTLY TO MEMBERS OF THE SCHOOL BOARD?

The School Board does not operate the district on a day-to-day basis, that is the job of the Superintendent, who operates as the district’s chief officer. Rather, the School Board sets up the policies, goals, and objectives for the district – and it holds the Superintendent responsible for implementing the policies and achieving the goals. Therefore, neither the Board of Education nor its individual members are in a position to address specific student concerns. All Board members in the State of New Jersey abide by an ethics pledge that has ten items. One item in the ethics pledge specifically states, “I will refer all complaints to the chief administrative officer and will act on the complaints at public meetings only after failure of an administrative solution.”

Due to student and parent privacy issues, the School Board often does not know certain information, nor are they able to have access to information about individual students. Sharing personal confidential information about a student (even your own child) with a School Board Member can create a conflict and possible ethics violation for Board Members, since, on some issues, the Board functions as a “court of appeals.” Any Board Member with information obtained outside a “hearing” can be asked to recuse themselves from any discussion or vote on that particular issue. Keep in mind that School Board Members have no legal authority as individual Board Members. They only have authority when acting as a Member of the full Board when the Board is in session.

I FIND IT HARD TO VISIT FACE-TO-FACE WITH THE PERSON WITH WHOM I HAVE A CONCERN. WHAT CAN I DO?

Find a trusted individual (such as a friend, family member, or school employee who you are comfortable with) to accompany you or to sit with you when making a call. In any case, remember it cannot be a School Board Member.

PROGRESSION FOR ADRESSING CONCERNS

CONCERN AREA	FIRST CONTACT	SECOND CONTACT	THIRD CONTACT	FOURTH CONTACT	FIFTH CONTACT
Athletics	Coach	Athletic Director	Principal	Superintendent	
Board Agendas	Business Administrator/Board Secretary	Superintendent			
Board Policies	Business Administrator/Board Secretary	Superintendent			
Cafeteria/Foodservice	Director of Food Service	Principal	Business Administrator/Board Secretary	Superintendent	
Clubs/Activities	Advisor	Assistant Principal	Principal	Superintendent	
Counseling	Counselor	Principal	Director of Student Services	Assistant Superintendent	Superintendent
Curriculum/ (Elementary)	Principal	Director - Grade PreK - 5	Assistant Superintendent	Superintendent	
Curriculum/ (Secondary)	Principal	Director/Supervisor Grade 6 - 12	Assistant Superintendent	Superintendent	
Custodial/Cleaning	Principal	Manager of Buildings & Grounds	Business Administrator/Board Secretary	Superintendent	
District Budget	Business Administrator/Board Secretary	Superintendent			
Drop off / Pick up	School Office Secretary	Principal/Assistant Principal			
504 and other Building-Based Accommodation Plan	School Counselor	District 504 Coordinator	Principal	Assistant Superintendent	Superintendent
Health Services	School Nurse	Principal	Nurse Supervisor	Assistant Superintendent	Superintendent
Individualized Health Plan (IHP)	School Nurse	Principal	Nurse Supervisor	Assistant Superintendent	Superintendent
Personnel Concerns	Person with whom you have the concern	Principal (Elementary) Or Supervisor/Principal (Secondary)	Assistant Superintendent	Superintendent	

Special Education / IEP	Teacher	Case Manager	Director of Student Services	Assistant Superintendent	Superintendent
Student Behavior / Discipline <i>*Authority for most discipline lies with the building principal. With the exception of expulsion or a long-term suspension, there is no appeal process for discipline.</i>	Educator or Employee who took disciplinary action	Principal/Assistant Principal	Assistant Superintendent	Superintendent	
Teacher / Grades	Teacher	Principal (Elementary) Or Supervisor (Middle and High School)	Director of Elementary/Secondary Curriculum and Instruction	Assistant Superintendent	Superintendent
Technology	Help Desk	Director of Technology	Assistant Superintendent	Superintendent	
Testing	Principal	District Testing Coordinator	Assistant Superintendent	Superintendent	
Transportation	Transportation Manager or Assistant Manager	Business Administrator/Board Secretary			

Contact Information

Main Phone Number for Lyndhurst Public Schools

201-438-5683

Key Extensions

Superintendent	x4802
Assistant Superintendent	x4710
Business Office	x4705
Director of Elementary Curriculum and Instruction	x5903
Director of Secondary (6-12) Math, Science, Technology, Business, Music	x4041
Supervisor of Secondary (6-12) Language Arts, Social Studies, World Language	x4042
Director of Student Services	x4800
District 504 Coordinator	x4510
Athletic Director	x4043
Manager of Buildings and Grounds	x2000
Director of Food Services	x4152
School Main Offices:	
Community	x4950
Columbus	x4200
Franklin	x4300
Memorial	x4900
Washington	x4600
Jefferson	x4400
Roosevelt	x4500
Middle School	x4101
High School	x4000
Director of Technology	x4041
District Testing Coordinator	x4041
Transportation	x4703
Nurse Supervisor	x4102