

# USD 497 Procedures for Addressing School Concerns



Lawrence Public Schools uses the procedures below to address school concerns in the most direct, effective, and timely manner.

**START  
HERE**

**TEACHER**

First, talk to a teacher, counselor or another trusted adult at school for assistance.

**PRINCIPAL**

If the concern is not resolved at the classroom level, please visit with the school principal.

**1**

**2**

If your concern persists, please contact the Educational Support Center, 785-832-5000, and ask for the **director of elementary schools** (Early Childhood-Grade 5) or the **director of secondary schools** (Grades 6-12). Leave a detailed message with contact information.

**DIRECTORS OF ELEMENTARY  
AND SECONDARY SCHOOLS**

**3**

If after following steps 1-3 your concern has not been addressed, please call the **Superintendent's Office** at 785-832-5000.

**COMPLAINT  
FORM**

A **Complaint Form** may be filed to trigger a formal investigation of any unresolved school concerns.

Find this form at

<http://www.usd497.org/complaintform>.

**Investigation steps:**

1. Review complaint.
2. Interview complainant and witnesses.
3. Determine appropriate course of action.
4. Issue disciplinary measures as necessary.
5. Communicate with complainant, while protecting student/staff confidentiality.

**4**

**SUPERINTENDENT'S  
OFFICE**

**5**

## Other Resources:

- ➔ Dial 9-1-1 in an emergency.
- ➔ Anonymously report potential school violence to the

Kansas School Safety Hotline: 1-877-626-8203.

- ➔ Report safety concerns via the Safety Tip Line on all district and school websites.
- ➔ Report nonemergency criminal concerns to police: 785-832-7509.



**LAWRENCE**  
Public Schools