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Chain of Command for Parent Communication

1. Teacher

- **When to Contact:**

- Questions about daily assignments, grades, class activities, behavior, or classroom concerns.
- If your child is struggling academically or socially within the classroom.

2. Case Manager (for Special Education/504 Plans)

- **When to Contact:**

- If your child has an Individualized Education Program (IEP) or 504 Plan.
- Questions about accommodations, modifications, or related services.
- Issues regarding the implementation of the IEP or progress toward goals.

3. Principal

- **When to Contact:**

- If issues persist after speaking with the teacher or case manager.
- School-wide policies or significant behavioral concerns.
- Issues involving bullying, discipline, or overall safety.

4. Supervisor of Special Services

- **When to Contact:**

- If special education services are not being delivered effectively.
- Concerns about evaluations, placements, or programming.
- Unresolved IEP-related issues at the school level after meeting with the teacher and case manager.

5. Director of Special Services

- **When to Contact:**

- If concerns remain unresolved after speaking with the supervisor of special services.
- Issues involving district-wide compliance with special education laws.
- Formal disputes, mediation requests, or other escalated matters.

Additional Notes:

- **Always start with the teacher** or case manager to ensure direct communication with the individuals most closely involved with your child.
- Escalate to the next level only if the issue is not resolved at the current step.
- Keep a log of communications to reference when needed.

This chain provides parents with a structured approach to resolving concerns efficiently