

# PARENTAL CONCERN PROTOCOL

## **STEP 1** CLASSROOM TEACHER

The student's classroom teacher should be the first point of contact for issues/concerns related, but not limited to:

- Grades
- Behavior/Conduct
- Problems with classmates
- Chromebook
- Classwork, homework and assignments

## **STEP 2** BUILDING ADMINISTRATOR

Contact the school principal for issues/concerns related, but not limited to:

- Classroom teacher
- Unresolved classroom concerns that have been addressed with the classroom teacher
- Code of Conduct
- School safety and security

## **STEP 3** FAMILY & COMMUNITY ENGAGEMENT

Contact the Office of Family & Community Engagement when/if:

- Visiting Central Office (90 Delaware Avenue)
- You are in need of parent resources
- You are in need of assistance with district processes
- You need to resolve an issue that was not able to be handled at the school level

## **STEP 4** ASSISTANT SUPERINTENDENT

Contact the assistant superintendent who oversees your child's school for issues/concerns related, but not limited to:

- School principal
- Unresolved concerns that have been addressed with the classroom teacher and/or school principal
- Special requests
- School safety and security

## **STEP 5** DEPUTY SUPERINTENDENT

Contact the deputy superintendent for issues/concerns related, but not limited to:

- Unresolved concerns that have been addressed with the classroom teacher, school principal, and/or assistant superintendent
- Special requests
- School safety and security

## **STEP 6** SUPERINTENDENT OF SCHOOLS

The superintendent should be the final point of contact, once all other areas of the chain of command have been exhausted.

Once contact has been made, the superintendent will gather and review all pertinent information from all parties involved, to make an informed decision that is in the best interest of the student.