



# ARDSLEY SCHOOL DISTRICT

## Community Guide For Addressing Concerns

### ADDRESSING CONCERNs

The Ardsley School District 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 the escalating levels of accountability. The philosophy behind the chart below is to refer community members to those people in the organization who are best positioned to address concerns or questions that may arise, and then direct them to the appropriate people if issues are not able to be resolved 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 with the staff member most connected with, or responsible for, the area of concern. **Almost always, direct communication with a coach or teacher is the most effective way of addressing a 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. It is our hope that most issues can be resolved with a first contact. Nonetheless, we have multiple people who can be contacted if needed. Initial e-mails sent to a "first contact" can be copied to a "second or third contact", if desired. See the "Progression for Addressing Concerns" listed below for examples.

### WHY SHOULD I BRING MY SPECIFIC CONCERNs DIRECTLY TO DISTRICT STAFF?

The Superintendent and the district administrative team are accountable for implementing policies, achieving the goals, and operating the district on a day to day basis.

The Board of Education sets policies, goals and objectives for the district and oversees the Superintendent. While Board of Education members benefit from community feedback about the district's operations overall, Board members do not have access to certain information about individual students, staff members, and situations.

Leaders of our parent and community organizations support our schools and programs, but do not have access to internal information, nor do they have any operational responsibilities in our schools.

When approached by a member of the community, Board members and parent organization leaders typically relay concerns back to the administration to proceed up through the chain of command. This is generally inefficient. Direct communication with our educator team is almost always more efficient and effective.

### I FIND IT HARD TO COMMUNICATE DIRECTLY WITH THE PERSON WITH WHOM I HAVE A CONCERN, AND I AM CONCERNED ABOUT NEGATIVE CONSEQUENCES FOR MY STUDENT IF I SPEAK UP. WHAT CAN I DO?

Find a trusted individual (such as a friend, family member, or a school employee who you are comfortable with) to accompany you or to sit with you when making a call or requesting a meeting. We are working to make our district as family-friendly and supportive as possible. We want to earn your trust by hearing your concerns clearly and providing the best information we can in response to your concerns. We appreciate your giving us that opportunity.

## PROGRESSION FOR ADDRESSING CONCERNS

CONCERN AREA	FIRST CONTACT	SECOND CONTACT	THIRD CONTACT	FOURTH CONTACT	FIFTH CONTACT
Athletics	Coach	Athletic Director	Principal	Superintendent	
Board Agendas and Policies	District Clerk	Superintendent			
Cafeteria / Food Service	Food Service Director	Principal	Assistant Superintendent for Business	Superintendent	
Clubs / Activities	Advisor	Assistant Principal	Principal	Superintendent	
Counseling	Counselor	Principal/ Assistant Principal	Assistant Superintendent for Curriculum and Instruction	Superintendent	
Curriculum	Teacher	Principal / Assistant Principal	Assistant Superintendent for Curriculum and Instruction	Superintendent	
Custodial / Cleaning	Principal / Assistant Principal	Manager of Buildings & Grounds	Assistant Superintendent for Business	Superintendent	
District Budget	Assistant Superintendent for Business	Superintendent			
Drop off / Pick Up	School Office Secretary	Principal/ Assistant Principal	Superintendent		
504 and other Accommodation Plans	Case Manager	Director of Special Education	Assistant Superintendent for PPS	Assistant Superintendent for Curriculum and Instruction	Superintendent
Health Services	School Nurse	Principal/ Assistant Principal	Director of Special Education	Assistant Superintendent for PPS	Superintendent
Individualized Health Plan (IHP)	School Nurse	Principal / Assistant Principal	Director of Special Education	Assistant Superintendent for PPS	
Personnel Concerns	Person with whom you have the concern	Principal / Assistant Principal	Assistant Superintendent for Curriculum and Instruction	Superintendent	
Special Education / IEP	Teacher	Case Manager	Director of Special Education	Assistant Superintendent for PPS	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	Superintendent		
Teacher / Grades <i>*This includes grading and the posting and reporting of grades.</i>	Students should approach the teacher	Parents should approach the teacher	Principal / Assistant Principal	Assistant Superintendent for Curriculum and Instruction	Superintendent
Technology	Director of Technology	Principal / Assistant Principal	Assistant Superintendent for Curriculum and Instruction	Superintendent	
Testing	Principal/ Assistant Principal	Counselor	Assistant Superintendent for Curriculum and Instruction	Superintendent	
Transportation	Transportation Manager or Assistant Manager	Transportation Department	Director of Facilities and Transportation	Assistant Superintendent for Business	Superintendent

**Main Phone Number for Ardsley School District:**

**914-295-5500**

**Key Extensions:**

Assistant Superintendent for Business and Facilities	x5556
Assistant Superintendent for Curriculum and Instruction	x5520
Assistant Superintendent for Pupil Personnel Services	x5639
Director of Athletics and Physical Education	x5870
Director of Facilities and Transportation	x5540
Director of Special Education	x5635
Director of Technology	x5831
District Clerk	x5515
Food Service	x5557
<b>SCHOOL MAIN OFFICES:</b> CRS AMS AHS	x0800 x5600 x5800
<b>SCHOOL COUNSELING:</b> CRS AMS AHS	x0850 x5650 x5850
Superintendent of Schools	x5510
Transportation Office	x5547