

Parent or Legal Guardian and Student Contact Procedures

Dobbs Ferry School District strives to maintain a strong and active partnership between the school district and the community. This includes being open-minded and reflective in our approach to receiving feedback from parents/legal guardians and students with regard to concerns that may arise during the school year.

Principles of the procedure :

To ensure the complaints process is effective, the following principles are applied throughout the contact process and provide a framework for communication between stakeholders.

Fairness – we aim to have a fair complaints procedure that ensures everyone is treated equally.

Courtesy – all communication in relation to this procedure should be based on mutual respect, trust and courtesy.

Accessibility – we aim to have a complaints procedure that is easy to understand, easy to access and well publicized.

Timeliness – we aim to ensure that all complaints are dealt with in a timely manner.

Effectiveness – the complaints procedure is monitored and reviewed to ensure it continues to be effective.

Attentiveness – you will be given every opportunity to put forward your complaint, and you can be assured that we are listening. We will update you on the process and status of your complaint as appropriate.

General Guidelines:

From time to time, students or parents may have questions or concerns that they wish to bring to the attention of appropriate school officials. Students and parents are encouraged to express concerns and complaints with appropriate school staff through emails, phone calls, and/or scheduled conferences. The following general guidelines will help to ensure that all communication is timely and effective.

This guide outlines the appropriate person to contact regarding school-related questions and/or concerns. It was created as an easy and efficient way to help you obtain the information you need in a timely manner. Please contact the initial staff member listed. If that person is not able to resolve your question or concern, then please take the next step.

Question/Concern	Initial Contact	Level 2	Level 3	Level 4
Classroom, Instructional & Curriculum Concerns	Teacher	Principal	Assistant Superintendent of Curriculum, Instruction and Equity	Superintendent
Special Education	Special Education Teacher	Assistant Director of Special Education/CSE Chairperson	Director of Special Education	Superintendent
Discipline	Teacher	Dean/Coordinator of Student Support Services	Assistant Principal	Principal
Scheduling	Teacher	School Counselor	Assistant Principal	Principal
IB Diploma Programme	Teacher	IB DP Coordinator	Head of School (Principal)	Superintendent
IB Middle Years Programme (MYP)	Teacher	IB MYP Coordinator	Head of School (Principal)	Superintendent
Athletics	Coach	Athletic Office	Athletic Director	Superintendent
Attendance	Attendance Secretary	School Counselor/Teacher	Assistant Principal/Dean	Principal
School Policy	Principal	Assistant Superintendent of Curriculum, Instruction and Equity	Superintendent	Board of Education
Food Services/Nutrikids/My School Bucks/Free and Reduced	Director of Food Services	Facilities Office Assistant	Assistant Superintendent of Finance, Facilities and Operations	Director of Technology
Health/Medical	School Nurse	Athletic Director	Principal	-----
Technology	Teacher	School Office	Assistant Principal	Director of Technology
Transportation	Ardley UFSD Transportation Office	School Office	Assistant Principal	Principal
Registration	Registrar	School Office	-----	-----

Office	Phone
District Office	914-693-1506
Springhurst Office	914-693-1503
Middle School Office	914-693-7640
High School Office	914-693-7645
Special Education Office	914- 693-5899
Athletic Office	914-693-3761
Business Office	914-693-1500 Dial 8

Title	Name	Email Address
Superintendent	Kenneth Slentz	slentzk@dfsd.org
Assistant Superintendent of Curriculum, Instruction and Equity	Darrell Stinchcomb	stinchcombd@dfsd.org
Assistant Superintendent of Business, Finance, Facilities and Operations	Lisa Raymond	raymondli@dfsd.org
Director of Buildings and Grounds	Denis Brazil	brazild@dfsd.org
Director of Special Education	Shari Kaplan	kaplans@dfsd.org
Assistant Director of Special Education	Sarah Grosso	grossos@dfsd.org
Director of Technology	Terance Huyter	huytert@dfsd.org

Director of Instructional Technology/CIO/DPO	Amber Klebanoff	klebanoffa@dfsd.org
CPSE/CSE Chairperson	Jennifer Lotito	lotitoj@dfsd.org
Food Services	Jan Massiah	massiahj@dfsd.org
High School Principal/Head of School	John Falino	falinoj@dfsd.org
Middle School Principal/Head of School	Patrick Mussolini	mussolinip@dfsd.org
High School Assistant Principal	Juliet Gevargis-Mizimakoski	gevargismizimakoskij@dfsd.org
Middle School Assistant Principal	Anne Pecunia	pecuniaa@dfsd.org
IB Diploma Programme Coordinator	Jessica Swart	swartj@dfsd.org
IB Assistant Diploma Programme Coordinator	Jim Cottingham	cottinghamj@dfsd.org
IB Middle Years Programme (MYP) Coordinator	Jennifer Hickey	hickeyj@dfsd.org
Athletic Director	Andrew Klaich	klaicha@dfsd.org
MS/HS Nurse	Cara DeLeon	deleonc@dfsd.org
High School Counselor	Will Palmer	palmerw@dfsd.org
High School Counselor	Michelle Tapia	tapiam@dfsd.org
High School Counselor	Michelle Propersi	propersim@dfsd.org
High School Counselor	Mallory Levy	levym@dfsd.org
Middle School Counselor	Sandra Hacker	hackers@dfsd.org

Middle School Counselor	Michael Jaros	jarosm@dfsd.org
HS Dean of Student Affairs	Scott Patrillo	patrillos@dfsd.org
Transportation Supervisor	Jack Coxen	transportation@ardsleyschools.org
Registrar	Mercedes Dominguez	dominguezm@dfsd.org
Facilities Office Assistant/ Free and Reduced Lunch	Mia Alfano	alfanom@dfsd.org
Safety and Security	Michael Nemeth	nemethm@dfsd.org

DP World Exam Appeals:

Article 17: Admissibility of an appeal

17.1 The IB accepts appeals in relation to five areas of decision-making during an examination session. Appeals are possible against:

- a. results—when a school has reason to believe that a candidate’s result(s) are inaccurate after all appropriate enquiry upon results procedures have been completed
- b. a decision upholding academic misconduct, but not against the severity of a penalty
- c. a decision in respect of inclusive assessment arrangements
- d. an administrative decision not covered by one or more of the foregoing circumstances that affects the results of one or more candidates.

17.2 The appeals process is divided into two stages. Each stage will usually require the payment of a fee. The fee will be refunded if the decision being appealed changes.

For further information on the appeals process, please refer to the document [Diploma Programme assessment appeals procedure](#).

Review Procedures :

To ensure that effective practices are shared, updated, understood, and implemented by the Dobbs Ferry community, the Parent or Legal Guardian and Student Complaints Procedures will be made publicly available to the community and posted on the school's website. This procedure will be reviewed and revised on a regular, ongoing basis with input and consensus from all appropriate stakeholders.

Resources:

[IB Complaints Procedure](#)

[Diploma Programme assessment appeals procedure.](#)

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