CLAYTON COUNTY PUBLIC SCHOOLS

4 STEPS FOR PARENT COMMUNICATION PROTOCOL

BUILDING A BETTER TOMORROW, TODAY!

The following Clayton County Communication Protocol outlines the school district's process for communication between parents and staff to ensure that school-related problems and issues are handled efficiently and effectively.

STEP 1

CONTACT YOUR CHILD'S TEACHER.

Teachers are expected to respond within a reasonable timeframe (24-48 hours).

While teachers will make every effort to respond within this timeframe, please contact the teacher again if you do not receive an email or phone call within the allotted timeframe.

STEP 2

CONTACT YOUR CHILD'S ASSISTANT PRINCIPAL.

If the issue has not been resolved at the teacher level, contact your child's school assistant principal.

STEP 3

CONTACT YOUR CHILD'S PRINCIPAL.

If the issue has not been resolved at the assistant principal level, contact your child's school principal.
[The expectation is that all issues are resolved at the school level.]

STEP 4

IF THE ISSUE HAS NOT BEEN RESOLVED AT THE SCHOOL LEVEL:

a. Contact the Assistant Superintendent.
b. In very rare cases, contact the school district's Chief of School.

SCAN THE QR CODE FOR MORE INFORMATION: