

Communication Protocol: Issue and Point of Contacts

On occasion, a parent may have a concern, complaint, suggestion or request related to a school matter. Many concerns or questions are easily and completely answered by communicating directly with the professional or staff member in charge of the class or program. In order to assist you as promptly as possible our School Board recognizes the personnel best equipped to handle your question is as close to its origin as possible. Each situation should first be addressed at the level the initial action was taken with additional support provided by the protocol, pursuant to School Board Policy KN.

Area Of Concern	Direct Communication	First Level	Second Level	Third Level
Academic Concerns/Grades	Teacher	Assistant Principal	Principal	Director, Teaching and Learning/ Executive Director Academics
After School Program (ASP)	ASP Coordinator/Assistant Principal	Principal	Supervisor of Student Activities & Athletics/ Director, School Support & Athletics	Assistant Superintendent, School Leadership & Operations
Athletics/Clubs/Extra-Curricular Activities	Coach/Sponsor	Athletic Director/Assistant Principal	Principal	Supervisor of Student Activities & Athletics/ Director, School Support & Athletics
Athletic Facilities	Coach	Athletic Director	Principal	Director, Facility Support Services/ Executive Director, Capital Planning & Facilities
Athletic Injuries	Coach	Athletic Trainer/Athletic Director	Principal	Assistant Superintendent, School Leadership & Operations
Computer/Hardware Problem	Incident IQ Help Ticket	Assistant Principal/ Principal	Manager, Field Services	Executive Director, Technology Operations
Curriculum; Instruction; Instructional Materials	Teacher	Assistant Principal/ Principal	Director of Teaching and Learning	Executive Director, Academics
Facilities	Assistant Principal/ Principal	Director, Facility Support Services	Executive Director, Capital Planning & Facilities	Chief Support Services Officer
Fine Arts	Teacher/Director	Assistant Principal	Principal	Coordinator of Fine Arts, Academics & Accountability
Safety	Principal	School Police Officer	School Police Sergeant/ School Police Lieutenant	School Police Captain
School Counseling/Course Scheduling	Counselor	Assistant Principal/ Principal	Coordinator, Student Support	Director of School Support & Athletics

Area Of Concern	Direct Communication	First Level	Second Level	Third Level
School Nutrition	Manager, School Nutrition	Assistant Principal/ Principal	Coordinator, School Nutrition	Director, School Nutrition
Special Education/Section 504*	Teacher/Case Manager/504 Case Manager	Special Education Facilitator/504 Coordinator	Assistant Principal/Principal	District 504 Coordinator/Director of Special Education Executive Director Special Education
Staff Concerns	Employee	Assistant Principal/ Principal; Supervisor	Executive Director(s), Strategic Talent Management	Chief Human Resources Officer
Student Behavior/Attendance	Teacher	Assistant Principal/ Principal	Director, School Leadership & Operations	Assistant Superintendent, School Leadership & Operations
Student Health Concerns	Teacher	School Nurse	Assistant Principal/ Principal	Lead Nurse/ Director, School Leadership & Operations
Student Wellness Concerns	Teacher/Counselor	Assistant Principal	Assistant Principal/ Principal	Lead Nurse/ Director, School Leadership & Operations
Transportation Schedule, Routes, Staff Concerns, App	Transportation Specialist	Coordinator, Transportation (North/South); Routing Operations	Executive Director, Transportation/ Routing Operations	Chief Support Services Officer
Transportation Student Needs, Behaviors	Assistant Principal	Principal	Director, School Leadership & Operations	Assistant Superintendent, School Leadership & Operations

*This communication protocol does not limit or restrict any rights provided by federal or state law, including rights under the Individuals with Disabilities Education Act (IDEA), Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA), applicable grievance procedures, complaint processes, or procedural safeguards.



REPORT TIPS ABOUT SCHOOL SAFETY

The Cherokee County School District offers the Vector Alert (formerly SafeSchools Alert) system for reporting safety concerns. The Vector Alert system allows students, parents, school staff and everyone in the community to anonymously report safety concerns by text, email, online message or phone call.

Through Vector Alert, you can submit safety concerns to CCSD five different ways:

- 1. By Phone: 470.315.9171
- 2. By Text: 470.315.9171
- 3. By Email: 1695@alert1.us
- 4. By Online message: <https://cherokee-ga.safeschoolsalert.com/>
- 5. By Mobile App – Download the Vector Alert app for free from the iPhone App Store and Google Play for Android phones. The app icon is a red and white checkmark/V on a blue background. The first time you open the app after downloading, you’ll need to enter 1695 for the ID and confirm your District is the Cherokee County School District.

If you are experiencing an emergency, please call 911. You can use Vector Alert to report information about threats to school safety, bullying, harassment, drugs, vandalism or any other safety issue. CCSD School Police and School Operations administrators are notified of every tip, so they can investigate and take appropriate action. This system is closely monitored, making it much more effective than sending a message to CCSD social media accounts or a CCSD email address.