

UNION GROVE ISD CHAIN OF COMMAND

Union Grove ISD values open and direct communication with parents. Parents are encouraged to address their questions or concerns to the person or office most directly involved in the matter's resolution. When subsequent conversation is required, the customary 'chain of command' should be followed (e.g., teacher to principal to appropriate central office administrator to Board of Trustees). Those involved in addressing matters that are raised are committed to responding in an appropriate and timely manner. Although there may be specific matters which would be addressed in a manner other than is prescribed below, parental and community inquiries should generally be directed as follows:

- **A child's teacher should be the initial point of contact** when parents/guardians have a question or concern about specific issues such as student progress, grade level or subject area curriculum, classroom practices or expectations, the instructional program, student assessment, student discipline or other matters related to classroom activities or organization.
- **The school principal would be the appropriate person to** contact initially when a question or concern exists relative to school rules or regulations, student placement practices, student registration, parent participation and involvement, student records, special programs and related student services, building goals, other matters related to school-wide activities or organization or any building-specific issues.
- **A child's coach should be the initial point of contact** when parents/guardians have a question or concern about specific issues such as participation, team rules, schedule conflicts or other matters related directly to the sport or team. If parents have athletic questions or concerns that cannot be answered by a coach, the Athletic Director would be the next point of contact, followed by the campus principal and the **District's Athletic Director (Kyle Adams, 903-844-3913)**.
- **The Director of Operations (Jerry Croley, 903-845-5682)** should be contacted for questions about District transportation services and facility services.
- **Food Service, JH/HS - 903-844-3921; Elementary: 903-844-3945)** should be contacted for any questions related to our school lunch program or other food service matters.

- **District Testing Coordinator (Diana Dunn, 903-845-5506)** should be contacted when parents have questions about instructional practices, curriculum, STAAR, or TEKS that cannot be resolved at the campus level.
- **Chief Financial Officer (Kelly Klein, 903-845-5509)** should be the initial point of contact with questions related to District finances, purchasing practices, other matters related to budget, general operations, personnel matters, employment opportunities, buildings and grounds, and facility rentals.
- **The Technology Department (Colton Shaver, 903-844-3960)** can respond to questions or inquiries related to the District's instructional technology program.
- **The Office of the Superintendent (Dr. Greg Bower, 903-845-5509)** should be contacted initially when questions or concerns exist relative to District policies or procedures and their application, general District questions or concerns, media and press information, criminal activity on Union Grove ISD premises, Board of Trustees meetings and agendas, or other matters related to District operations which are not identified within the general role descriptions delineated above.