

Roanoke City Public Schools

Constituent Services Office:

Who We Are and How We Can Help

The Constituent Services Office assists students, families, community members, and employees with questions, concerns, and complaints. Confidentiality is a cornerstone of the department.

This office serves as an independent, impartial, and confidential resource to persons seeking assistance regarding questions or concerns about Roanoke City Public Schools (RCPS). RCPS believes that everyone benefits when families, schools, and the community work together.

What We Do

We provide a confidential space to share concerns and complaints, offer information about RCPS programs, policies, and procedures, support communication between home and school, and help students and families navigate the school system by connecting them with appropriate resources and contacts.

What We Don't Do

- Change or make decisions, policies, or regulations
- Take sides
- Provide legal advice

We Are One #RCPSProud

www.rcps.info

What is a Constituent Services Officer?

The Constituent Services Officer, also known as an ombuds, serves as an intermediary who seeks to resolve issues and concerns from students, families, employees, and members of the public. Our office is a member of the International Ombuds Association, a worldwide organization that upholds standards and issues certifications.

We Are

- ***Independent*** — We report directly to the Superintendent and are not part of another department.
- ***Impartial*** — We do not take sides, advocating for fairness and equity.
- ***Informal*** — Communications made to the Constituent Services Officer do not constitute notice to the School Board, Roanoke City Public Schools, its administration or employees, for any purpose. We are a mandated reporter for suspected child abuse and neglect.
- ***Confidential*** — Your identity is kept confidential, except for threats of imminent risk or serious harm.





Roanoke City PUBLIC SCHOOLS

Contact: Dr. H. Alan Seibert
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Additional information, including an anonymous Community Feedback System, is available by visiting www.rcps.info/csgro or by scanning the QR code using your mobile device's camera app.