

## ***How to Effectively Communicate with School Officials***

Parents are often discouraged when they attempt to communicate with central office administrators and school board members and are sent back to building-based officials in order to resolve a problem their child may be experiencing in school. To prevent that frustration, parents can become informed about the “chain of command,” or where to begin the communication sequence regarding their problem or concern.

Many parent and community questions are easily and completely answered by communicating directly with the educator in charge of the class or program. Each situation should first be addressed at whatever level the initial action was taken with appeals moving on to the next level on the chain of command. The easiest way to communicate is via e-mail, and a phone call is the next preferable way.

1. On matters Involving Instruction/Curriculum
  - a. Classroom Teacher
  - b. Principal
  - c. Director of Curriculum, Instruction and Assessment
  - d. Assistant Superintendent of Teaching and Learning Services
  - e. Superintendent
  - f. Board of Education
  
2. On Matters Involving Athletics
  - a. Coach
  - b. Assistant Principal
  - c. Principal
  - d. Athletics Director
  - e. Executive Director of Business and Operations
  - f. Superintendent
  - g. Board of Education
  
3. On Matters Involving Student Discipline
  - a. Classroom Teacher
  - b. Assistant Principal (Secondary level)
  - c. Principal
  - d. Director of Instructional Services and Technology
  - e. Assistant Superintendent of Teaching and Learning Services
  - f. Superintendent
  - g. Board of Education
  
4. On Matters Involving Facilities/Grounds/Buildings
  - a. Principal
  - b. Associate Director, Operations, Transportation, and Security
  - c. Executive Director of Business and Operations
  - d. Superintendent
  - e. Board of Education
  
5. On Matters Involving Transportation
  - a. Bus Driver
  - b. Associate Director of Transportation, Operations, and Security
  - c. Executive Director of Business and Operations
  - d. Superintendent
  - e. Board of Education

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