

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. Assistant Superintendent of PreK-5 or 6-Postsecondary
 - d. Superintendent
 - e. Board of Education
2. On Matters Involving Special Education
 - a. Classroom Teacher
 - b. Principal
 - c. Special Education Supervisor
 - d. Executive Director, Student Support Services
 - e. Superintendent
 - f. Board of Education
3. On Matters Involving Athletics
 - a. Coach
 - b. Assistant Athletic Director
 - c. Assistant Superintendent of 6-Postsecondary
 - d. Superintendent
 - e. Board of Education
4. On Matters Involving Student Discipline
 - a. Classroom Teacher
 - b. Assistant Principal (Secondary level)
 - c. Principal
 - d. Assistant Superintendent of PK-5 or 6-Postsecondary
 - e. Superintendent
 - f. Board of Education
5. On Matters Involving Facilities/Grounds/Buildings
 - a. Principal
 - b. Director of Maintenance and Operations
 - c. Assistant Superintendent of Business and Operations
 - d. Superintendent
 - e. Board of Education

6. On Matters Involving Transportation
 - a. Bus Driver
 - b. Transportation Supervisor
 - c. Assistant Superintendent of Business and Operations
 - d. Superintendent
 - e. Board of Education
7. On Matters Involving Safety and Security
 - a. Building Principal
 - b. Director of Safety and Security
 - c. Superintendent
 - d. Board of Education

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