

Guidelines on How to Communicate a Question or Concern

In accordance with Board Policies 903 and 906~

There are times when a parent, resident, taxpayer, volunteer, or employee may have a question, concern, complaint, suggestion or request and is uncertain as to the procedure to follow in contacting the school district. Many questions are easily and completely answered by communicating directly with the educator in charge of the class or program. ***The single most important thing to remember is when you have a concern, you should always take a moment to think through the process, be proactive, state the facts and not opinions or feelings. Most importantly use a “cool down” period before contacting someone in anger. Cooler heads always prevail.***

It is the intent of the Board through Board Policy 906, Public Complaint Procedures, that complaints, concerns and suggestions be addressed and/or resolved at the lowest appropriate level.

Listed below is a Parent and Community Communication Process Flow Chart/ Chain of Command that should be of assistance when addressing each situation. 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. While this Flow Chart/Chain Command Procedure is not all inclusive to every concern or issue that may come to light, it serves as a guide to carry out the Board's intent and is not designed to be restrictive or limit appeals if one disagrees with the decision at any one level. Contact information for staff members is available on the district website at www.richlandsd.com

Occasionally, a parent, resident, or taxpayers will call school board directors in an attempt to obtain an answer to their questions or concerns. Upon receiving such a call, the board director calls the district superintendent. The district superintendent must then call the building principal to inform him or her of the problem or concern. The principal will then research the concern and communicate with the parent. Therefore, it is wise that you first call the teacher, counselor, principal, etc., so that he or she can respond without any undue delay. It is important to note that the board directors only have authority at legally convened meetings and direct the school administration to handle matters on their behalf.

**PARENT AND COMMUNITY COMMUNICATION PROCESS FLOW CHART
CHAIN OF COMMAND**

Area of Concern	First Level	Second Level	Third Level	Fourth Level	Fifth Level	Sixth Level
Child Abuse	Childline 800-932-0313 (TDD: 866-872-1677)	Then contact an administrator (Assistant Principal, Principal, Director of Education, or Superintendent.) As part of district policy, the administration also contacts the police and <i>Childline</i> as an additional safe guard.				
Threats	<ul style="list-style-type: none"> • <i>Building Administrator or professional staff members during school hours preferred and as to how students have been trained.</i> • <i>SAFE2SAY (Statewide Hotline) 1-844-SAF2Say (1-844-723-2729) or SAFE2SAYPA.ORG</i> District guidelines require administration to involve School Resource Officer (police) as an additional safe guard and a threat assessment is conducted.					
Athletics/Extra-Curricular	Coach	Athletic Director	Principal	Superintendent	Board	
Athletic Facilities	Athletic Director	Principal	Superintendent	Board		
Athletic Injuries	Coach	Athletic Trainer	School Nurse	Athletic Director/Principal	Superintendent	Board
Business Office	Business Administrator	Superintendent	Board			
Curriculum/Academic Instruction	Teacher	Principal	Director of Education	Superintendent	Board	
Discipline	Teacher	Principal	Director of Education	Superintendent	Board	
Facilities	Teacher	Assistant Principal (Jr-Sr High School Only)	Principal	Superintendent	Board	
Facilities	Building Maintenance	Maintenance Supervisor	Building Principal	Director of Education	Superintendent	Board
Guidance	Counselor	Principal	Director of Education	Superintendent	Board	
Special Education	Teacher	Special Education Supervisor	Superintendent	Board		
Student Concern	Teacher	Assistant Principal	Principal	Director of Education	Superintendent	Board
Computer/Hardware/Software Problem	Teacher	Technology Department	Principal	Superintendent	Board	
Policy	Teacher/Staff member	Principal	Director of Education	Superintendent	Board	
Taxes (School levied)	Tax Collector	Business Manager	Superintendent	Board		
Transportation	Building Principal	Business Manager	Superintendent	Board		

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