

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) | | | | | |
| 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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