

How to Communicate a Question or Concern with Ferndale Area School District

Whenever a parent or resident has a question, concern, complaint, suggestion, or request and is uncertain what procedure to follow in contacting the school district, it is requested that they refer to the Process Flow Chart below.

Many questions are easily and completely answered by communicating directly with the individual in charge of the class or program. Each concern should first be addressed at the level the initial action was taken in a calm and professional manner with appeals moving on to the next level on the chain of command. Contact information for staff members is available on the district's website www.fasdk12.org

Occasionally a parent or resident will call school board directors in an attempt to obtain an answer to their questions or concerns. Most often, these concerns are related to athletics, academics, or school discipline. Upon receiving such a call, the board director calls the district superintendent. The superintendent must then call the athletic director and/or building principal to inform him or her of the problem or concern. The athletic director and/or principal will then research the concern and communicate with the parent. Therefore, it is wise to call the first level contact individual so that he or she can respond without any undue delay.

| AREA OF CERTIFICATION | FIRST LEVEL | SECOND LEVEL | THIRD LEVEL |
|-------------------------------|-------------------------|--|-----------------------|
| <i>Athletic Programs</i> | Coach | Athletic Director | Principal |
| <i>Athletic Facilities</i> | Athletic Director | Principal | Business Manager |
| <i>Curriculum/Instruction</i> | Teacher | Principal | Superintendent |
| <i>Discipline</i> | Teacher | Assistant Principal | Principal |
| <i>School Facilities</i> | Building Custodian | Principal | Business Manager |
| <i>Guidance</i> | Counselor | Principal | Superintendent |
| <i>Special Education</i> | Teacher | Principal/Coordinator of Special Education | Superintendent |
| <i>Student Concern</i> | Teacher | Counselor | Principal |
| <i>Technology</i> | Teacher | Principal | Director of Education |
| <i>Transportation</i> | Transportation Provider | Principal | Business Manager |