

## How to Communicate a Question or Concern

There are times when a parent, resident, taxpayer, 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 parental 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.***

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. Contact information for staff members is available on the district website at [www.richlandsd.com](http://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 or principal 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.

### 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	Coach	Athletic Director	Principal	Superintendent	Board	
Athletic Facilities	Athletic Director	Principal	Superintendent	Board		
Athletic Injuries	Coach	Athletic Trainer	School Nurse	Athletic Director	Superintendent	Board
Business Office	Business Administrator	Superintendent	Board			
Curriculum/Academic	Teacher	Principal	Director of Educational Services	Superintendent	Board	
Instruction	Teacher	Principal	Director of Educational Services	Superintendent	Board	
Discipline	Teacher	Assistant Principal (Jr-Sr High School Only)	Principal	Superintendent	Board	
Facilities	Building Maintenance	Maintenance Supervisor	Building Principal	Superintendent	Board	
Guidance	Counselor	Principal	Superintendent	Board		
Special Education	Teacher	Special Education Supervisor	Director of Educational Services	Superintendent	Board	
Student Concern	Teacher	Assistant Principal	Principal	Director of Educational Services	Superintendent	Board
Computer/Hardware Problem	Teacher	Technology Department	Principal	Superintendent	Board	
Computer/Software Problem	Teacher	Technology Department	Principal	Superintendent	Board	
Transportation	Building Principal	Business Manager	Superintendent	Board		