

## Calhoun County School District Guidelines for Parents to Resolve Issues about School Procedures

Occasionally, parents have questions or concerns about procedures or need clarification on an issue. It is our goal to resolve problems and concerns as quickly and completely as possible. In order to do this most efficiently, we ask all parents or guardians to follow these guidelines:

1. When you have a problem or concern, first contact the teacher who is most directly involved. E-mail addresses, teacher schedules, and phone extensions are available on the schools' websites. Teachers will tell you (generally at Open House) the best way to reach them. Teachers are expected not to answer or make calls during instructional time. Please adhere to their planning times.
2. If discussions with the teacher do not resolve the issue to your satisfaction, call the school principal or assistant principal who will review the situation and may make recommendation to resolve the issue. (In some cases, a School Counselor may be able to resolve the issue.)
3. If the problem is still not resolved, call the district office and explain the situation to the appropriate district level administrator listed below. The Superintendent or other appropriate administrator will work with you and the staff to develop a plan for resolving the problem.
4. If the situation continues, and you do not feel that your concern have been satisfied, request a meeting with the Superintendent to describe the issue. The Superintendent will work with you and the school to resolve the issue.

### District Level Administrators

Chief of Academics

Chief of Accountability and Administration

Deputy Superintendent

***“Parents matter in Calhoun County School District!”***