

## WHO DO YOU CONTACT WHEN YOU NEED ASSISTANCE?

Warren County Public Schools prides itself on providing all of our students a quality education. We are also mindful that we are here to serve our parents and community members. There are times throughout the school year when you may need to contact one of our staff members regarding an issue or concern that needs to be addressed. The following procedures are provided below to assist you in resolving or answering your questions/concerns:

1. First contact the person closest to the problem. An example: You have a question about something that happened in your child's classroom, the first person to contact is the teacher.
2. If the incident in question is not resolved at that level, then discuss the issue with the supervisor of that individual, in most cases the next person to discuss your concern with is the person who supervises that individual, for instance, the assistant principal or principal.
3. If at this point, you still feel your concerns have not been addressed appropriately, we ask that you contact the school principal if you have only spoken with the assistant principal. Most issues can be resolved at this level. Please give our school principals an opportunity to address your concerns. If your concerns cannot be addressed at the school level or you have a division-level issue, we encourage you to contact the appropriate department listed below that can best address your questions and/or concerns:

### **Athletics**

For issues at athletic events, with coaches, please contact Mr. William Cupp, Athletic Director for SHS at [wcupp@wcps.k12.va.us](mailto:wcupp@wcps.k12.va.us) or 540-631-0366, ext. 31114 or Mr. William Hall, Athletic Director for WCHS at [whall@wcps.k12.va.us](mailto:whall@wcps.k12.va.us) or 540-635-4144, ext. 44109. For issues with extra-curricular activities or clubs, contact the school's principal.

If additional assistance is needed after speaking with the athletic directors or the principals, please contact Dr. Charles Costner, Assistant Superintendent for Administration, at [ccostner@wcps.k12.va.us](mailto:ccostner@wcps.k12.va.us) or 540-635-2171, ext. 34239.

### **Budget and Finance**

Contact Mr. Rob Ballentine, Director of Finance, at [rballentine@wcps.k12.va.us](mailto:rballentine@wcps.k12.va.us) or 540-635-2171, ext. 34258.

If additional assistance is needed after speaking with Mr. Rob Ballentine, Director of Finance, please contact Dr. Chris Ballenger, Division Superintendent, at [cballenger@wcps.k12.va.us](mailto:cballenger@wcps.k12.va.us) or 540-635-2171, ext. 34236.

### **Curriculum and Instruction**

The Office of Curriculum & Instruction works with matters pertaining to grades, teaching, assessment, schedules, and the like.

If additional assistance is needed after speaking with the teacher and the principal, please contact Ms. Heather Bragg, Assistant Superintendent for Instruction, at [hbragg@wcps.k12.va.us](mailto:hbragg@wcps.k12.va.us) or 540-635-2171, ext. 34228, after speaking with the school principal.

### **Facilities and Buildings**

After speaking with the principal or other supervisor, please contact Mr. Bryan Helmick, Director of Facilities, at [bhelmick@wcps.k12.va.us](mailto:bhelmick@wcps.k12.va.us) or 540-631-0040, ext. 34424.

If additional assistance is needed after speaking with Mr. Bryan Helmick, Director of Facilities, please contact Dr. Charles Costner, Assistant Superintendent for Administration, at [ccostner@wcps.k12.va.us](mailto:ccostner@wcps.k12.va.us) or 540-635-2171, ext. 34239.

### **Food Services**

After speaking with the principal, feel free to reach out to Ms. Nickole Kinsey, Child & Nutrition Services General Manager, at [nkinsey@wcps.k12.va.us](mailto:nkinsey@wcps.k12.va.us) or 540-631-0040, ext. 34423.

If additional assistance is needed after speaking with Ms. Nickole Kinsey, Child & Nutrition Services General Manager, please contact Dr. Charles Costner, Assistant Superintendent for Administration, at [ccostner@wcps.k12.va.us](mailto:ccostner@wcps.k12.va.us) or 540-635-2171, ext. 34239.

### **Grounds Services**

After speaking with the principal or other supervisor, please contact Mr. Bryan Helmick, Director of Facilities, at [bhelmick@wcps.k12.va.us](mailto:bhelmick@wcps.k12.va.us) or 540-631-0040, ext. 34424.

If additional assistance is needed after speaking with Mr. Bryan Helmick, Director of Facilities, please contact Dr. Charles Costner, Assistant Superintendent for Administration, at [ccostner@wcps.k12.va.us](mailto:ccostner@wcps.k12.va.us) or 540-635-2171, ext. 34239.

### **Health Services**

After speaking with the school nurse or principal, please contact Ms. Randa Vernazza, Director of Pupil Services, at [rvernazza@wcps.k12.va.us](mailto:rvernazza@wcps.k12.va.us) or 540-635-5422, ext. 44261.

If additional assistance is needed after speaking with Ms. Randa Vernazza, Director of Pupil Services, please contact Dr. Chris Ballenger, Division Superintendent, at [cballenger@wcps.k12.va.us](mailto:cballenger@wcps.k12.va.us) or 540-635-2171, ext. 34236.

### **Personnel & Human Resources**

After speaking with the employee's direct supervisor, contact Human Resources, at 540-635-2171, ext. 34246.

If additional assistance is needed after speaking with Human Resources, please contact Dr. Chris Ballenger, Division Superintendent, at [cballenger@wcps.k12.va.us](mailto:cballenger@wcps.k12.va.us) or 540-635-2171, ext. 34236.

### **Section 504**

After speaking with the school principal, please contact Ms. Randa Vernazza, Director of Pupil Services, at [rvernazza@wcps.k12.va.us](mailto:rvernazza@wcps.k12.va.us) or 540-635-5422, ext. 44261.

If additional assistance is needed after speaking with Ms. Randa Vernazza, Director of Pupil Services, please contact Ms. Heather Bragg, Assistant Superintendent for Instruction, at [hbragg@wcps.k12.va.us](mailto:hbragg@wcps.k12.va.us) or 540-635-2171, ext. 34228.

### **Student Discipline**

After speaking with the school principal, please contact Dr. Charles Costner, Assistant Superintendent for Administration, at [ccostner@wcps.k12.va.us](mailto:ccostner@wcps.k12.va.us) or 540-635-2171, ext. 34239.

If additional assistance is needed after speaking with Dr. Charles Costner, Assistant Superintendent for Administration, please contact Dr. Chris Ballenger, Division Superintendent, at [cballenger@wcps.k12.va.us](mailto:cballenger@wcps.k12.va.us) or 540-635-2171, ext. 34236.

### **Special Education**

After speaking with the school principal, please contact Mrs. Dena Lee, Interim Director of Special Services, at [dlee@wcps.k12.va.us](mailto:dlee@wcps.k12.va.us) or 540-635-2725, ext. 33256.

If additional assistance is needed after speaking with Mrs. Dena Lee, Interim Director of Special Services, please contact Dr. Chris Ballenger, Division Superintendent, at [cballenger@wcps.k12.va.us](mailto:cballenger@wcps.k12.va.us) or 540-635-2171, ext. 34236.

## **Technology**

After speaking with the supervisor closest to the issue, please contact Mr. Doug Stefnoski, Interim Director of Technology, at [dstefnoski@wcps.k12.va.us](mailto:dstefnoski@wcps.k12.va.us) or 540-635-2171, ext. 34225.

If additional assistance is needed after speaking with Mr. Doug Stefnoski, Interim Director of Technology, please contact Dr. Chris Ballenger, Division Superintendent, at [cballenger@wcps.k12.va.us](mailto:cballenger@wcps.k12.va.us) or 540-635-2171, ext. 34236.

## **Transportation**

After speaking with the school principal, please contact Mr. Aaron Mitchell, Director of Transportation, at [amitchell@wcps.k12.va.us](mailto:amitchell@wcps.k12.va.us) or 540-636-2600, ext. 34623.

If additional assistance is needed after speaking with Mr. Aaron Mitchell, Director of Transportation, please contact Dr. Charles Costner, Assistant Superintendent for Administration, at [ccostner@wcps.k12.va.us](mailto:ccostner@wcps.k12.va.us) or 540-635-2171, ext. 34239.