

Warren County Public Schools

All on *'Same Page'* Communications

Student

A student is involved in a situation at school requiring immediate medical attention beyond what the nurse can perform

- Principal or designee calls 911, the parent, and the Superintendent or designee
- Nurse monitors student until ambulance arrives
- Principal or designee accompanies student in ambulance to hospital and meets parents
- Superintendent or designee informs the School Board the day of the event, as soon as possible

Parent

A student comes home from school and describes a situation at school, after school hours

- Parent calls or communicates with the teacher, if reachable
- Parent calls or communicates with the principal, if reachable
- Parent calls or communicates with the School Board Office Hotline @ **540-635-2171 option 4** (Hotline is monitored between 8:00 - 4:30 and parent receives a call back within 4 hours or the next working day if after hours)

Teacher

A student is involved in a disciplinary action, significant drop in academic performance, or attendance issue

- The teacher or principal makes contact with parent(s) the same day in the case of a disciplinary action, or within 24 hours if it's an academic or attendance issue
- Conference is scheduled with parent(s) if needed

Principal

The principal receives a complaint about a student issue from a teacher

- Principal meets with the student and teacher that same day or within 24 hours
- Principal contacts and offers to meet with parent(s) that same day or within 24 hours
- Principal contacts the Superintendent or designee regarding the issue and its severity that same day or within 24 hours

Superintendent

The Superintendent receives a complaint from a parent

- Superintendent or designee returns the call within 24 hours; asks if the situation has been resolved at the school level by the teacher and/or principal. If not, the parent meets with teacher and/or principal for resolution. If not resolved, a conference is held with the Superintendent or designee
- Superintendent informs the School Board with basic information that same day

The Superintendent or designee receives a complaint from a teacher or community member

- Superintendent or designee returns call within 24 hours
- Superintendent determines protocol and investigative strategies to resolve the complaint
- Superintendent or designee informs the School Board with the basic complaint and resolution process that same day

School Board

A School Board member receives a complaint, verbal or written, from a parent, teacher, administrator, or community member.

- School Board member forwards the complaint to the Superintendent and the full school board
- Superintendent or designee contacts complainant within 24 hours
- Superintendent informs the School Board of resolution or referral to School Board within 10 business/working days of receipt of the complaint
- Anonymous communications will be reviewed and processed if validated

If a parent or legal guardian of a student is aggrieved by an action of the School Board

- May within 30 days of such action petition the local circuit court to review the action