

How to Communicate a Question or Concern

The Board of Directors recognize 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. Communication is key in solving any problem. **Please do all you can to effectively communicate with the teacher and/or individual to gather the complete story. Your child's success is our main goal, and we are here to work together to achieve this goal.**

Listed below is a flowchart/channel of communication that should be of assistance when addressing an issue. **Each situation should be addressed at whatever level the initial action was taken with appeals moving on to the next level on the channel of communication.**

Teacher and school support staff email addresses are available on the district website at www.redbankvalley.net. Email provides the opportunity to communicate between staff and home, eliminating the challenge of finding a common time to speak or meet due to busy schedules. It also provides print documentation of the communication as you work through the channels to address an area of concern. The district strongly recommends the practice of written communication logged through email correspondence to provide record as stakeholders work together to address all issues.

To ensure the most timely resolution to your concern and/or question, first contact the teacher, counselor or principal so that he or she can respond without any undue delay. The Board of Directors create policy, it is the responsibility of the administration and professional staff to execute those policies.

Parent/Guardian and Community Communication Process Flowchart - Channel of Communication

<i>Area of Concern</i>	<i>First Level</i>	<i>Second Level</i>	<i>Third Level</i>	<i>Fourth Level</i>	<i>Fifth Level</i>	<i>Sixth Level</i>
<i>Child Abuse</i>	Childline 1-800-932-0313					
<i>Athletics</i>	Coach	Athletic Director	Principal	Superintendent	Board of Directors	
<i>Athletic Facilities</i>	Athletic Director	Principal	Superintendent	Board of Directors		
<i>Athletic Injuries</i>	Coach	Athletic Trainer	School Nurse	Athletic Dir./Principal	Superintendent	Board of Directors

<i>Business Office</i>	Business Office Clerk	Business Manager	Superintendent	Board of Directors		
<i>Curriculum / Academic</i>	Teacher	Principal	Superintendent	Board of Directors		
<i>Area of Concern</i>	<i>First Level</i>	<i>Second Level</i>	<i>Third Level</i>	<i>Fourth Level</i>	<i>Fifth Level</i>	<i>Sixth Level</i>
<i>Instruction</i>	Teacher	Principal	Superintendent	Board of Directors		
<i>Discipline</i>	Teacher	Dean of Students (H.S.)	Principal	Superintendent	Board of Directors	
<i>Facilities</i>	Building Office Staff	Maintenance Supervisor	Building Principal	Superintendent	Board of Directors	
<i>Guidance</i>	Counselor	Principal	Superintendent	Board of Directors		
<i>Special Education</i>	Teacher	Principal	Director of Special Education	Superintendent	Board of Directors	
<i>Student Concern</i>	Teacher	Dean of Students (H.S.)	Principal	Superintendent	Board of Directors	
<i>Computer / Hardware /Software Problem</i>	Teacher	Principal	Computer Technician	Superintendent	Board of Directors	
<i>Bus Discipline</i>	Dean of Students (H.S.)	Building Principal	Superintendent	Board of Directors		
<i>Bus Transportation</i>	Transportation Office Staff	Principal	Supt./Bus Contractor	Board of Directors		
<i>Attendance</i>	Building Attendance Clerk	Counselor	Dean of Students	Building Principal	Superintendent	Board of Directors