

# ADDRESSING QUESTIONS & CONCERNS



Families and patrons should use the matrix below to address questions or concerns. Topics should be addressed beginning at Level 1. If the matter cannot be resolved, it is appropriate to move to the next level with the inquiry.

AREAS OF CONCERN	1	2	3	4	5	6
	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5	LEVEL 6
Academics, Curriculum, Instruction & Assessment	Teacher	Assistant Principal	Principal	Exec. Director Curriculum, Instruction & Innovation	Deputy Superintendent/Superintendent	Board of Education
Activities & Athletics	Coach/Sponsor	Activities/ Athletic Director or Asst. Principal	Principal	Director of School Administration	Deputy Superintendent/Superintendent	Board of Education
Discipline	Teacher	Assistant Principal	Principal	Executive Director of School Administration	Deputy Superintendent/Superintendent	Board of Education
Facilities, Grounds & Maintenance	Assistant Principal	Principal	Coordinator Facilities & Operations	Director Facilities & Operations	Deputy Superintendent	Board of Education
Food Service	School Kitchen Manager	Principal	Coordinator Food & Nutrition Services	Director Food & Nutrition Services	Deputy Superintendent/Superintendent	Board of Education
General Concerns	Teacher	Assistant Principal	Principal	District Level Directors	Deputy Superintendent/Superintendent	Board of Education
SEL & Mental Health	Teacher	School Counselor, Social Worker or Psychologist	Principal	Exec. Director Curriculum, Instruction & Innovation	Deputy Superintendent	Board of Education
Special Education	Teacher	Assistant Principal	Principal	Assistant Superintendent Special Education	Superintendent	Board of Education
Transportation	Assistant Principal	Principal	Transportation Coordinator	Director Business Operations	Deputy Superintendent/Superintendent	Board of Education