

USD #247 Communication & Resolution Protocols for Parents

The USD 247 Board of Education supports the communication and resolution protocol to identify issues and resolutions at the appropriate organizational level. In general, and unless otherwise provided in board policy, a problem should be identified and its resolution attempted at the level most immediate to the problem's origin. If a resolution is unsuccessful at the lowest level, and alternative pathways for resolution are not outlined for the matter in board policy, it may then move to the next level identified on the protocol matrix.

Goals of Communication and Resolution Protocols:

- To provide a resource to facilitate communication and problem solving.
- To ensure that the individuals most capable of solving specific issues are the ones to whom the issue is brought. Issues should be resolved at the lowest level.

| | Instruction & Curriculum Matters | Athletic & Activities Matters | Student Discipline | Transportation | Food Service |
|----------------|---|--|---------------------------|-------------------------|---------------------------------|
| Level 1 | Teacher | Coach/Sponsor | Teacher | Bus Driver | Principal/Food Service Director |
| Level 2 | Principal | Athletic Director | Principal | Principal | Superintendent |
| Level 3 | Superintendent | Principal | Superintendent | Transportation Director | Board of Education |
| Level 4 | Board of Education | Superintendent | Board of Education | Superintendent | |
| Level 5 | | Board of Education | | Board of Education | |

Contact Information

| <u>Building</u> | <u>Name</u> |
|---|--------------------|
| Southeast Elementary School | 620-396-8211 |
| Southeast Middle School | 620-457-8315 |
| Southeast High School | 620-457-8365 |
| Board of Education Office Food Service Director Transportation Director | 620-457-8350 |