

Complaints and Chain of Command

Parents are often discouraged when they attempt to communicate with the superintendent and school board members and are sent back to building-based officials in order to resolve a problem their child may be experiencing in school. To prevent that frustration, parents can become informed about the “chain of command”, or where to begin the communication sequence regarding their problem or concern.

Many parent and community questions are easily and completely answered by communicating directly with the educator in charge of the class or program. Each situation should first be addressed at whatever level the initial action was taken before taking it to the next level. This document does not supersede any employee’s or citizen’s right to contact Board members directly. However, whenever a complaint is made directly to the Board as a whole or to a Board member as an individual, it will be referred to the administration for study and possible solution.

1. On Matters Involving Instruction/Curriculum

- a. Classroom Teacher*
- b. Principal
- c. Superintendent
- d. Board of Education

2. On Matters Involving Student Discipline

- a. Classroom Teacher*
- b. Principal
- c. Superintendent
- d. Board of Education

3. On Matters Involving Athletics or Extra-curricular Activity

- a. Coach or Club Sponsor*
- b. Athletic Director
- c. Superintendent
- d. Board of Education

4. On Matters Involving Facilities/Grounds/Building

- a. Superintendent
- b. Board of Education

5. On Matters Involving Transportation

- a. Principal
- b. Superintendent
- c. Board of Education

***A 24-hour notification and a reason is required unless agreed upon otherwise for a parent-teacher/parent-coach meeting per the Agreement between the Board of Education and the Tri-City Education Association 2017-2027.**