

Parent Communication/Problem Solving Protocol



Teacher

Principal

Assistant Principal

Program Director

Superintendent and/or Designee
Executive Director, Elementary Instruction, Dr. Piehota
Executive Director, Secondary Instruction, Dr. Mann
703-619-8305

School Board

SPED
Ms. Werner
703-619-8023

Student Services
Mr. Carpenter
703-619-8034

EL
Dr. Nickerson
703-619-8022

Curriculum
Dr. Mozingo
703-619-8020

TAG
Ms. Brearley
703-619-8024

Alt. Programs & Equity
Ms. Wood
703-619-8036

Operations
Ms. Cordova – 703-619-8069
Nutrition Services- Ms. Hormel 703-619-8048
Security Services – Mr. Bartlett 703-619-8295
Transportation – Mr. Stone 703-461-4169

General Information
703-619-8000

Protocol for Parent/Guardian to Address Student Concerns

During the course of the school year, concerns may arise that require parents/guardians to contact certain Alexandria City Public Schools staff to reach a resolution.

Our goal is to be responsive and address concerns in a timely manner. In order to ensure good communication and efficient use of time, we have developed the following protocol for parents.

By encouraging proactive communication, we endeavor to increase collaboration and understanding with the ultimate goal of supporting what best meets the students' needs, while also balancing the needs of the school and the Division.

If there is a problem that involves a student's educational program or behavioral needs, it is recommended that parents/guardians should first contact the individual closest to the source of the questions. In most cases this will be the student's teacher. In the event that an issue cannot be resolved with the student's teacher, parents/guardians should seek assistance from the building Principal or Assistant Principal if further guidance is needed. Depending on the complexity of the issue, the Principal may seek additional guidance from other school or Central Office personnel with expertise in the area of concern.

The primary role of Central Office staff is to support the needs of schools. If a concern has not been addressed satisfactorily at the school level, the school administrator or parent/guardian should contact the appropriate Central Office department for assistance.

Issues that cannot be resolved at the school or department level are typically brought to the attention of the Superintendent for a final resolution. Parents as citizens always have the right to notify the School Board as an entity.