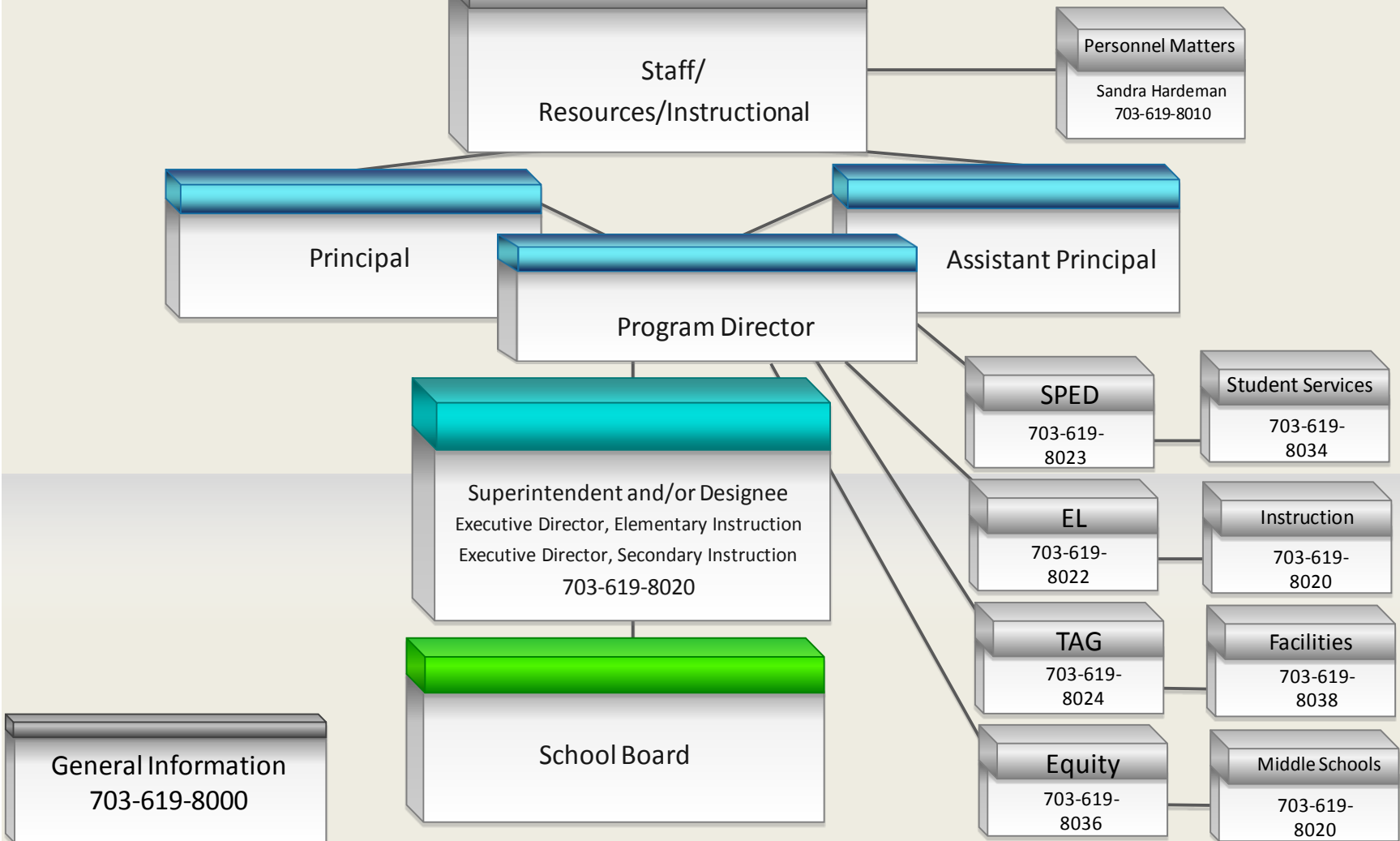


# Employee Communication/Problem Solving Protocol



# **Protocol for Staff Communication and Problem Solving**

During the course of the school year, concerns may arise that require school or central office staff 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 staff.

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

If a school or Central Office based staff member has a concern, it is recommended that he or she seek assistance from their immediate supervisor. Depending on the complexity of the issue, the supervisor may seek additional guidance from other school or central office personnel with expertise in the area of concern. If a staff concern has not been addressed satisfactorily at the school or department level, the school administrator or staff member should contact the appropriate Central Office department administrator for assistance.

If the particular issue involves conflict between the staff person and their school or Central Office supervisor, the Human Resources designee for employee relations should be contacted for assistance. Issues that cannot be resolved after assistance through the Human Resources department are typically brought to the attention of the Superintendent for a final resolution.

ACPS staff has the right to appeal the Superintendent's decision to the School Board as an entity. Staff should follow the aforementioned protocol prior to contacting individual School Board Members. Individual Board Members may be made aware of a concern; however, individual Board Members cannot render a decision or take action on behalf of the Board.