

BOARD BRIEF

Date: October 19, 2018
For ACTION _____
For INFORMATION X____
Board Agenda: Yes ___
No X___

FROM: Dr. Lisa Piehota, Executive Director of Elementary Instruction

THROUGH: Dr. Terri Mazingo, Chief Academic Officer
Dr. Gregory C. Hutchings, Jr., Superintendent of Schools

TO: The Honorable Ramee A. Gentry, Chair, and
Members of the Alexandria City School Board

TOPIC: Employee and Parent Communication/Problem Solving Protocol

SUMMARY:

In order to ensure good communication and efficient use of time, parent and staff communication protocols were put in place during the 2014-2015 school year. Each year these documents are updated to reflect the current staff.

Parent protocol

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. If there is a problem that involves a student's educational program or behavioral needs, it is recommended that parents contact the individual closest to the source of the questions. In most cases that will be the student's teacher. In the event that an issue cannot be resolved with the student's teacher, parents should seek assistance from the building Principal if further guidance is needed. Depending on the complexity of the issue, the Principal may seek guidance from 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 final resolution. Parents as citizens always have the right to notify the School Board as an entity.

Staff Protocol

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. 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 issue involves conflict between the staff member and their Central Office supervisor, Human Resources Department should be contacted for assistance. Issues that cannot be resolved after assistance from Human Resources are typically brought to the Superintendent for final resolution. Staff has the right to appeal the Superintendent's decision to the School Board as an entity.

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RECOMMENDATION: The Superintendent recommends the School Board review the information in the brief.

ATTACHMENTS: Employee Communication/Problem Solving Protocol
Parent Communication/Problem Solving Protocol

CONTACT: Dr. Lisa Piehota, Executive Director of Elementary Instruction