

ACPS Complaints and Problem-Solving Protocol



Area of Concern	1st Level	2nd Level	3rd Level	4th Level	5th Level	6th Level	7th Level
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Volunteering, Family and Community Engagement, Partnerships and Grants

Volunteer Process/ Application	Volunteer Specialist	Office of School, Business and Community Administrative Assistant	Family and Community Engagement Manager	Director of School, Business and Community Partnerships	Superintendent	School Board	
Grants and Partnerships	Manager of Grants and Partnerships	Director of School, Business and Community Partnerships	Superintendent	School Board			
Family and Community Engagement (FACE)	Office of School, Business and Community Partnerships Administrative Assistant	Family and Community Engagement Manager (FACE)	Director of School, Business and Community Partnerships	Superintendent	School Board		
General complaints for the Office of School, Business and Community Partnerships	Office of School, Business and Community Administrative Assistant	Director of School, Business and Community Partnerships	Superintendent	School Board			

Communication

School communications	School Administrative Assistant	Principal	Director of Communications	Superintendent	School Board		
ACPS/ division wide communications	Office of Communications Administrative Specialist	Director of Communications	Superintendent	School Board			
Emergency communications	Office of Communications Administrative Specialist	Director of Communications	Director of Health and Safety	Superintendent	School Board		

Athletics

Athletics (General)	Coach	Athletic Director	Principal	Superintendent	School Board		
Athletic Facilities	Athletic Director	Principal	Director of Educational Facilities	Chief Operating Officer	Superintendent	School Board	
Athletic Injuries	Coach	Athletic Trainer	Athletic Director	Principal	Executive Director of Secondary Education	Superintendent	School Board

Student Issues

Attendance	Teacher OR counselor	Academy Administrator OR Principal	Attendance Office	Executive Director	Superintendent	School Board	
Discipline	Teacher	Social worker	Principal	Director of Counseling	Chief of Student Services OR Superintendent	School Board	
Student Concern	Teacher OR Counselor	Principal OR Academy Administrator	Executive Director	Superintendent	School Board		

Technology

Chromebook	Teacher (Elementary) OR School Helpdesk (Secondary)	Principal	Director of Infrastructure and Support Services	Chief Technology Officer	Superintendent	School Board	
Use of Instructional Technology	Teacher	Principal	Coordinator of Instructional Technology	Chief Technology Officer	Superintendent	School Board	
Access to PowerSchool/ Canvas	Teacher	Online Parent Access Help Form	Director of Education and Business Applications	Chief Technology Officer	Superintendent	School Board	

Curriculum and Instruction

Curriculum / Instruction	Teacher	Principal	Team Coordinator (Humanities, Literacy, or STEM)	Chief Academic Officer	Superintendent	School Board	
English Learners	Teacher	Principal	Executive Director of English Learners	Chief Academic Officer	Superintendent	School Board	
Specialized Instruction	Teacher	Assistant Principal	Principal	Executive Director of Specialized Instruction	Chief Academic Officer	Superintendent	School Board
Career/Tech	Teacher or CTE coordinator	Principal	Director of CTE Programs	Executive Director of Secondary Education	Chief Academic Officer	Superintendent	School Board

Operations: Transportation, Facilities, Nutrition, and Safety

Bus concern and discipline on the bus	Online complaint form	Transportation Coordinator	Director of Pupil Transportation	Chief Operating Officer	Superintendent	School Board	
Facilities	Principal	Facilities Administrative Specialist	Director of Educational Facilities	Chief Operating Officer	Superintendent	School Board	
Nutrition	Email food@acps.k12.va.us	School Nutrition Services Administrative Specialist	Director of School Nutrition Services	Chief Operating Officer	Superintendent	School Board	
Health & Safety	Principal	Coordinator, Health & Safety	Director, Safety & Security Services	Chief Operating Officer	Superintendent	School Board	
Security & Emergency Management	Principal	Security Services Supervisor	Coordinator, Security & Emergency Management	Director, Safety & Security Services	Chief Operating Officer	Superintendent	School Board

Guidance

School Counseling	School Counselor	Principal	Head of Counseling	Chief of Student Services	Superintendent	School Board	
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