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## Chain of Command/How to Communicate with School Leaders

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Parents are often discouraged when they attempt to communicate with central office administrators 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 communication directly with the educator in charge of the class or program. Each situation should be first addressed at whatever level the initial action was taken with appeals moving on to the next level on the chain of command. The easiest way to communicate is via e-mail, and a phone call is the next preferable way. Contact information such as e-mail addresses and phone numbers can be found on the district website.

### On Matters Involving Instruction/Curriculum

- Classroom Teacher
- Principal
- Director of School Improvement
- Superintendent
- Board of Education

### On Matters Involving Special Education Services

- Classroom Teacher
- Principal
- Director of Student Services
- Superintendent
- Board of Education

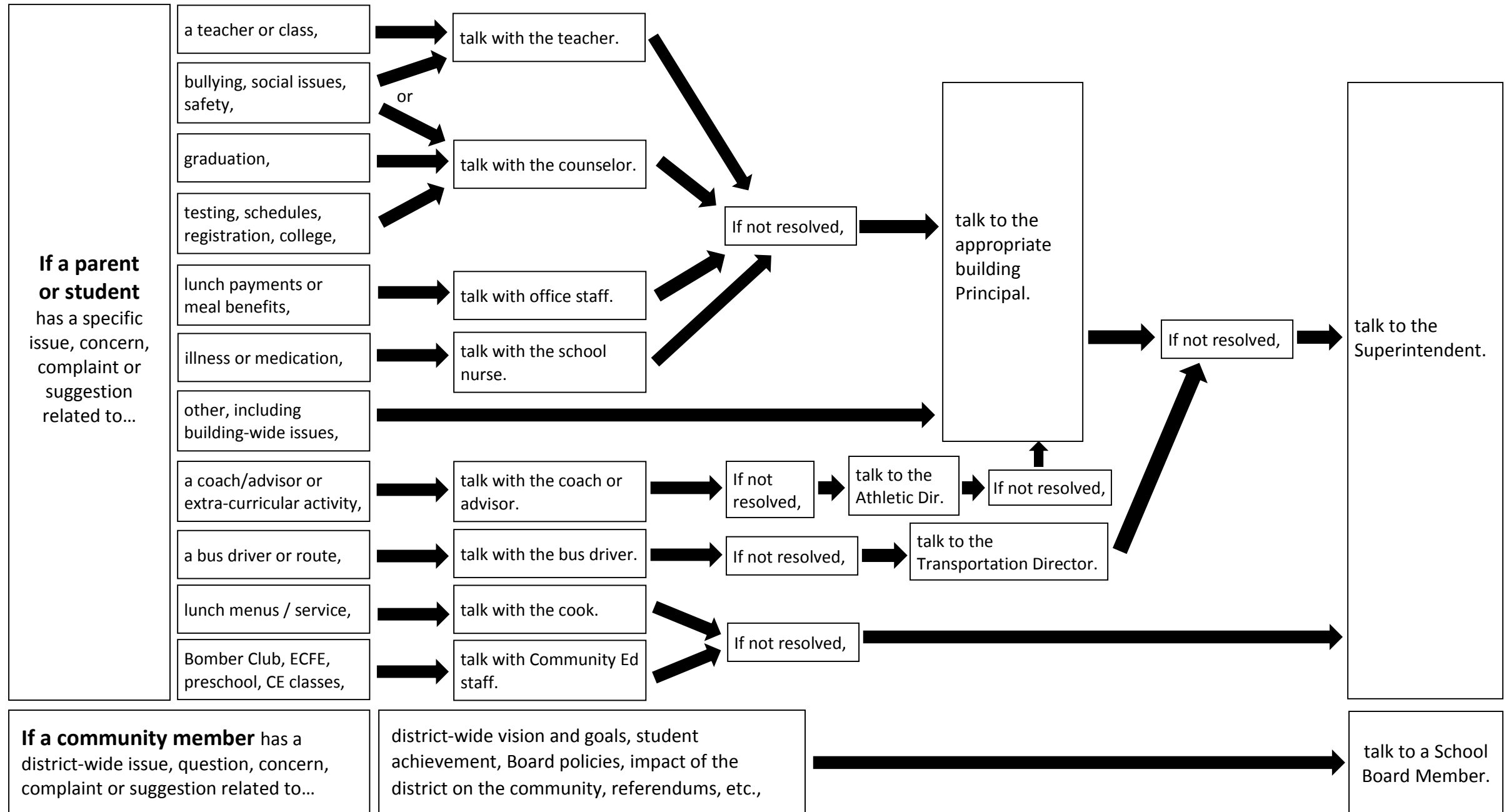
### On Matters Involving Athletics

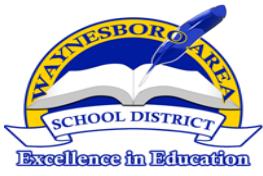
- Coach
- Athletic Director
- Superintendent

# Communication Flow Chart for Handling Parent, Student or Community Member Issues

## Barnum Public Schools ISD No. 91

Created 4/5/2016





## WASD Communication Flowchart – Chain of Command

The WASD Board of Directors recognize there are times when a parent, resident, taxpayer, or employee may have a question, concern, complaint, suggestion, or request and is uncertain as to the procedure to follow to contact the school district. Many parental questions are easily and completely answered by communicating directly with the educator or coach in charge of the class or program.

Communication is key in solving any problem. Listed below is a flowchart/chain of command to use when seeking assistance to a question/concern. Each situation should be addressed at whatever level the initial action was taken with appeals moving on to the next level on the chain of command.

To ensure the most effective resolution to your concern and/or question, please follow this flow chart. The WASD Board of Directors create and improve policy, it is the responsibility of the administration and the professional staff to execute those policies.

### Parent/Guardian & Community Communication Process Flowchart - Chain of Command 717-762-1191

\*\*\* Extensions are listed below for WASD School and District Offices.

School Offices: WASHS x1200, WAMS x1300, Fairview x1400, Hooverville x1500, Mowrey x1600 and Summitview x1800

<i>Area of Concern</i>	<i>First Level</i>	<i>Second Level</i>	<i>Third Level</i>	<i>Fourth Level</i>	<i>Fifth Level</i>	<i>Sixth Level</i>	<i>Seventh Level</i>
<i>Athletics</i>	Coach	Athletic Director Ext. 1221	Principal	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors	
<i>Athletic Facilities</i>	Athletic Director Ext. 1221	Principal	Business Administrator Ext. 1131	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors	
<i>Athletic Injuries</i>	Coach	Athletic Trainer	School Nurse	Athletic Director / Principal Ext. 1221	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors
<i>Attendance</i>	Attendance Secretary	Assistant Principal	Principal	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors	
<i>Bus Concern/ Discipline</i>	Bus Driver	Assistant Principal	Principal	WASD Transportation Ext. 1264	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors
<i>Business Office</i>	Assistant Business Administrator Ext. 1132	Business Administrator Ext. 1131	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors		
<i>Career Tech</i>	Teacher	CCCT	WASH Principal Ext. 1201	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101		
<i>Curriculum /Academic</i>	Teacher	Principal	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors		
<i>Discipline</i>	Teacher	Assistant Principal	Principal	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors	
<i>Facilities</i>	Building Maintenance	Maintenance Supervisor Ext. 1263	Principal	Business Administrator Ext. 1131	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors
<i>Food Service</i>	Teacher	Principal	Director of Food Service Ext. 1171	Business Administrator Ext. 1131	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors
<i>Guidance</i>	School Counselor	Principal	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors		
<i>Instruction</i>	Teacher	Principal	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors		
<i>Special Education</i>	Teacher	Principal	Supervisor of Special Education Ext. 1124	Director of Special Education Ext. 1126	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors
<i>Student Concern</i>	Teacher	Assistant Principal	Principal	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors	
<i>Technology</i>	Teacher	Principal	Director of Technology Ext. 1180	Assistant Superintendent Ext. 1103	Superintendent Ext. 1101	WASD Board of Directors	

- Board of Education

## On Matters Involving Student Discipline

- Classroom Teacher
- Principal
- Deputy Superintendent
- Superintendent
- Board of Education

## On Matters Involving Facilities/Grounds/Building

- Principal
- Facilities/Ground Supervisor
- Deputy Superintendent
- Superintendent
- Board of Education

## On Matters Involving Transportation

- Bus Driver
- Transportation Supervisor
- Deputy Superintendent
- Superintendent
- Board of Education

## On Matters Involving Food/Nutrition Services

- Principal
- Food/Nutrition Services Director
- Deputy Superintendent
- Superintendent
- Board of Education

*Interpreters are available for families who need assistance.*



### **HOLLAND PUBLIC SCHOOLS**

320 West 24th Street

Holland, MI 49423

616-494-2000