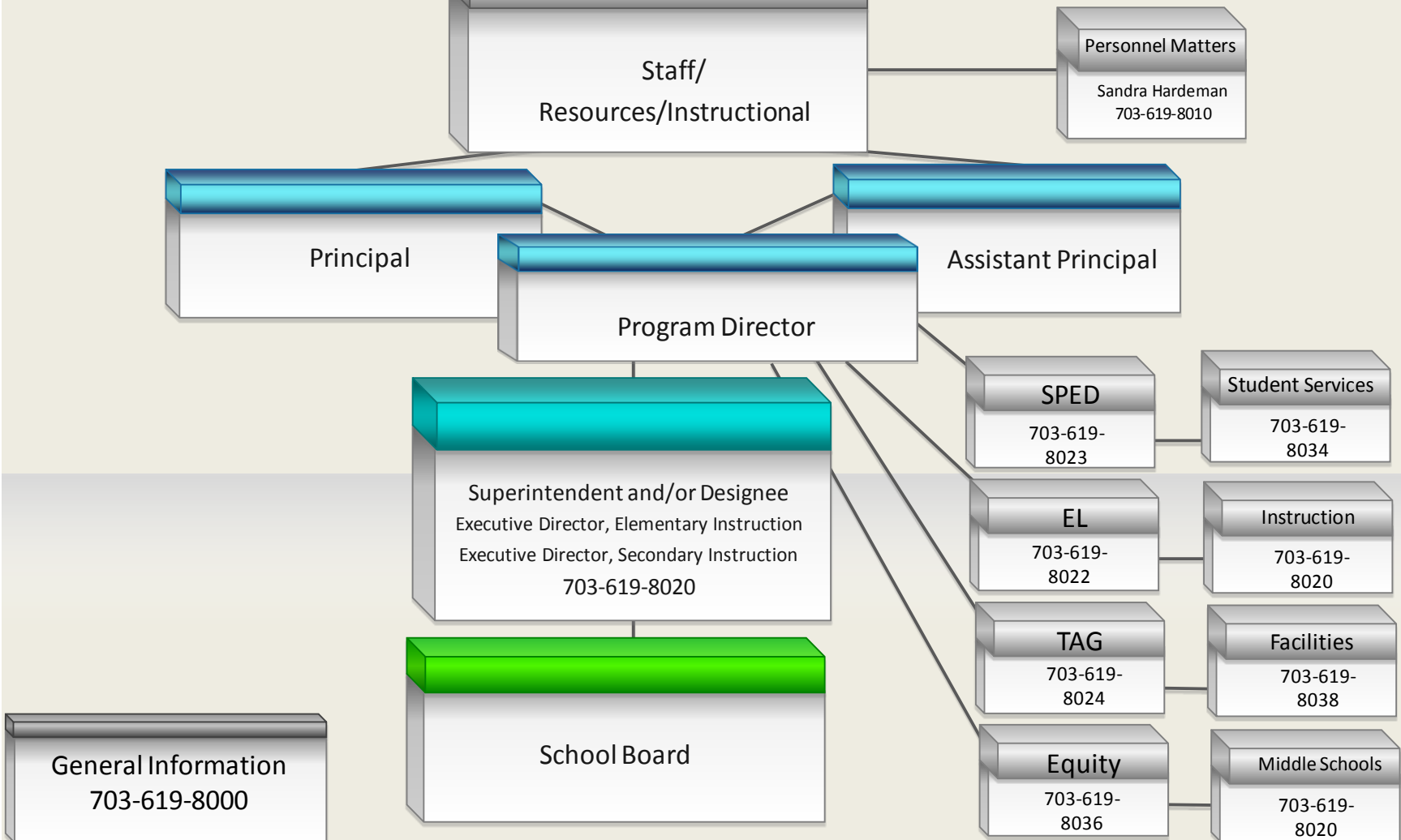


Employee Communication/Problem Solving Protocol



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.

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.