

## **How to Communicate a Question or Concern**

There are times when a parent, resident or taxpayer may have a question, concern, complaint, suggestion or request and is uncertain as to the procedure to follow in contacting the school district. Many parental questions are easily and completely answered by communicating directly with the educator in charge of the class or program. Listed below is a Parent and Community Communication Process Flow Chart Chain of Command that should be of assistance when addressing each situation. Each situation should first be addressed at whatever level the initial action was taken with appeals moving on to the next level on the chain of command. Contact information for staff members is available on the district website at [www.gsdl.org](http://www.gsdl.org). If a parent, resident or taxpayer does not receive a prompt response at any level, he/she may raise the question, concern, complaint, suggestion or request at the next level.

Occasionally, a parent, resident, or taxpayers will call school board directors in an attempt to obtain an answer to their questions or concerns. Upon receiving such a call, the board director calls the district superintendent. The district superintendent must then call the building principal to inform him or her of the problem or concern. The principal will then research the concern and communicate with the parent. Therefore, it is wise that you first call the teacher, counselor or principal so that he or she can respond without any undue delay. It is important to note that the board directors only have authority at legally convened meetings and direct the school administration to handle matters.

**PARENT AND COMMUNITY COMMUNICATION PROCESS FLOW CHART  
CHAIN OF COMMAND**

| <b>Area of Concern</b>    | <b>First Level</b>     | <b>Second Level</b>                             | <b>Third Level</b> | <b>Fourth Level</b> | <b>Fifth Level</b> | <b>Sixth Level</b> |
|---------------------------|------------------------|---|--------------------|---------------------|--------------------|--------------------|
| Athletics                 | Coach                  | Athletic Director                               | Principal          | Superintendent      | Board              |                    |
| Athletic Facilities       | Athletic Director      | Principal                                       | Superintendent     | Board               |                    |                    |
| Athletic Injuries         | Coach                  | Athletic Trainer                                | School Nurse       | Athletic Director   | Superintendent     | Board              |
| Business Office           | Business Administrator | Superintendent                                  | Board              |                     |                    |                    |
| Curriculum/Academic       | Teacher                | Principal                                       | Superintendent     | Board               |                    |                    |
| Instruction               | Teacher                | Principal                                       | Superintendent     | Board               |                    |                    |
| Discipline                | Teacher                | Assistant Principal<br>(Jr-Sr High School Only) | Principal          | Superintendent      | Board              |                    |
| Facilities                | Building Maintenance   | Maintenance Supervisor                          | Building Principal | Superintendent      | Board              |                    |
| Guidance                  | Counselor              | Principal                                       | Superintendent     | Board               |                    |                    |
| Special Education         | Teacher                | Special Education Supervisor                    | Superintendent     | Board               |                    |                    |
| Student Concern           | Teacher                | Assistant Principal<br>(Jr-Sr High School Only) | Principal          | Superintendent      | Board              |                    |
| Computer/Hardware Problem | Teacher                | Director of Technology                          | Principal          | Superintendent      | Board              |                    |
| Computer/Software Problem | Teacher                | Director of Technology                          | Principal          | Superintendent      | Board              |                    |
| Transportation            | Building Principal     | Superintendent                                  | Board              |                     |                    |                    |
| Taxes                     | Business Manager       | Superintendent                                  | Board              |                     |                    |                    |