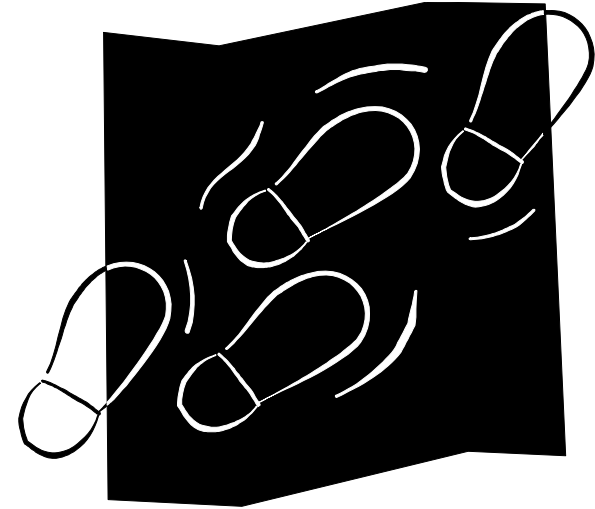


# STEPS TO ENCOURAGE POSITIVE SOLUTION



Situations arise throughout the school year that cause concern for parents, staff members and students. Prompt resolution of these issues to the satisfaction of all parties involved benefits the educational program of the district. In addition to School Board Policy #3100, Issue Resolution, which details the process, the following “STEPS” will give direction as to the appropriate contact person.

- 1** **Appropriate Staff Member**  
The first step is to discuss your concern with the staff member involved – the teacher, educational assistant, coach, etc. More than 95 percent of all concerns are resolved at this level.
- 2** **Principal**  
If Step 1 does not resolve the concern, discuss it with the principal. Principals can explain policies and procedures that may not have been covered by the staff member in addressing your concern.
- 3** **Central Office Director**  
If you feel your concern was not adequately resolved at the building level, contact the appropriate Director at Central Office – Business Services, Human Resources, Student Learning, or Student Services.
- 4** **Superintendent**  
If the Central Office Director was not able to determine a resolution, discuss with the Superintendent.
- 5** **School Board**  
The School Board hears concerns that have not been resolved at a previous level. The Board can be contacted in writing, by phone, or e-mail. If the issue is presented to the Board at a public meeting, board members may need to gather further information before entering into a discussion.