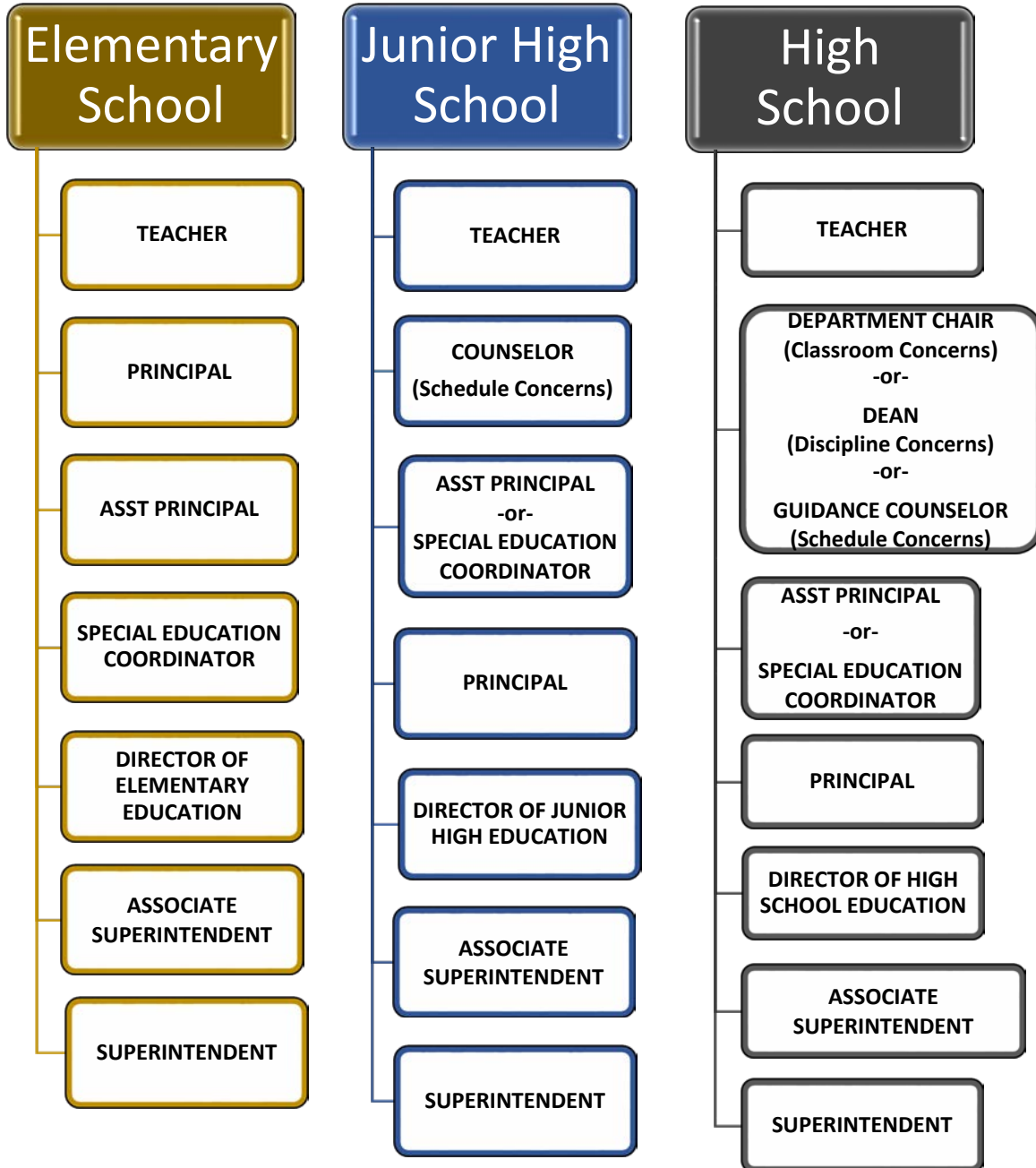


# WHO TO CONTACT WITH QUESTIONS AND CONCERNS

*Following the chain of command process ensures that all parties involved are properly informed of the situation.*

Communications between school staff and families is integral to the district's program of success for students. Generally speaking, questions or concerns should first be discussed with the staff member who is closest to the situation. For example, if you have a concern about a classroom or a teacher, it should be directed to the teacher first. If you have a concern about the school, it should be directed to the principal and so forth.



School staff contact information is available at each school's website. Contact information for district administrators can be found on the district leadership page of [www.SD308.org](http://www.SD308.org). Parents should expect a response from the staff person listed, or his or her designee, in a timely fashion. We are committed to taking prompt, decisive action when concerns are brought forth by any of our stakeholders. In every instance, we respond to inquiries in accordance with all relevant district policies and procedures.