

**This brochure is a guide on how to resolve problems concerning students, their families, and school staff.**

**Step #1**

**Take your concern to the person closest to the issue.**

Before problems are encountered, please take the time to regularly talk with school personnel. Know your children's teachers, coaches, and sponsors and how they can be contacted. Tell them when things are going well. If you have concerns regarding your children, please address these concerns with the teacher, coach, or sponsor as soon as possible.

When you call for an appointment to meet with the staff member, please let them know your concern in advance. This gives them the opportunity to ask other staff members for information that may relate to your concern. If a personal visit is not possible, you may call the teacher, coach, or sponsor to state your concern. During the conversation, offer to call back at a time when both of you can discuss the situation in more detail.

The concern you or your child face may be a result of an oversight or a misunderstanding. Hopefully, through discussion with those involved, the concern can be resolved.

**Step #2**

**Present your concern to the next level.**

The principal at each building is responsible for the supervision of staff within that particular

building. The director of transportation supervises the school bus drivers, and the athletic director oversees athletic activities.

These individuals are the next level of school personnel you should contact if the staff closest to the problem is unable to resolve the concern. When you talk with a supervisor, please explain the steps you took to resolve your concern.

If you are uncomfortable dealing directly with the staff involved, you may involve the respective supervisor discuss the issue.

Supervisory personnel rarely have access to the information they need for immediate assistance. It may take additional time to resolve your concern.

**Step #3**

**Talk with the superintendent of schools.**

Sometimes the best intentions cannot resolve an issue.

When you believe you took your concern to the next level and did not receive a satisfactory outcome, the next discussion is with the superintendent. Due to schedules, please call to set a meeting time.

**Step #4**

**Contact school board members after other means have been tried.**

School board members are elected to represent the interest of all the families and district residents. However, school board members do not have direct authority in day-to-day operations. You are always welcome to tell them your point of

view, but the best person to contact is the person closest to the issue.

Contact a board member for action.....

- **After all the other means to solve the problem have been tried.**
- **When a policy is being enforced but you believe it results in bad consequences.**
- **When you believe a policy isn't being enforced.**
- **When policies or procedures are not fairly enforced for all.**

A board member may take one or all of the following actions:

- Informally discuss the issue with the superintendent or other administrators to consider a possible change in the existing policies or rules. Any changes in policy could take a minimum of two months following proper procedures.
- Request the board to review the specific policies that relate to the situation.
- Propose new policies for the board's consideration.

Unfairness, misunderstanding, hurt feelings, and conflicts are experiences common to all of us. When children experience these problems at school, it causes difficulty for them, their parents, and the school staff. We need to work together to resolve these issues.

## School Directory

Rob Busch  
Superintendent

Alexis Whealy  
Elementary Principal

Matthew Molumby  
Jr/Sr High Principal

Duane Borrett  
Transportation Director  
(563) 933-4598

Tyus Adkins  
Athletic Director



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## Do You Have A Concern?



**Steps to take when you have a concern within the West Central Community School District**

### **West Central Schools**

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