

DO YOU HAVE A CONCERN?

THIS BROCHURE SHOWS THE STEPS TO TAKE WHEN YOU HAVE A CONCERN ABOUT STUDENTS, THEIR FAMILIES, AND SCHOOL STAFF

Step #1 Take your concern to the person closest to the issue	Know your children's teachers, coaches, and sponsors and how they can be contacted. Tell them when things aren't going well. If you have concerns regarding your children, please address these concerns with the teacher, coach or sponsor as soon as possible. Reach out and ask for an appointment to meet. When you contact them, 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. The concern you or your child face may be a result in 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 level is responsible for the supervision of staff within that level. The director of transportation supervises the school bus drivers and the athletic director oversees the 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 to 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	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 the school board members AFTER all 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:

**Step #4
cont.**

- informally discuss the issue with the superintendent or other administrators to consider a possible change in the existing policies or rules. Any changes in a 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. Please contact the school if you have any further questions or need clarification.

WEST CENTRAL SCHOOLS

305 PEMBER STREET
PO BOX 54
MAYNARD, IA 50655
563-637-2283
563-637-2294 (FAX)
WWW.W-CENTRAL.K12.IA.US

ROB BUSCH

SUPERINTENDENT

HEATHER PARMELY

ELEMENTARY PRINCIPAL

MATTHEW MOLUMBY

JR/HS PRINCIPAL

DUANE BORRETT

TRANSPORTATION DIRECTOR
563-933-4598

CODY OAKES

ACTIVITIES DIRECTOR