

PROPER PROCEDURES TO HANDLE CONCERNS IN THE
OSAGE CO. R-I SCHOOL DISTRICT

Step #1

Take your concern to the person closest to the problem.

No matter what the problem is, take your concern there first. Whether in the classroom, on the bus, or on the practice field, the quickest and easiest solution is usually found with the staff member most directly involved.

It's best if you take time to talk with the school personnel regularly, before problems are encountered. Know who your children's teachers are and how they can be contacted. Tell them when things are going well and communicate any concerns you have quickly and openly.

If you call for an appointment to see your child's teachers, why not let them know in advance the general nature of your concern? This gives them the opportunity to ask other staff members for information that might relate to your problem or concern. If a personal visit isn't possible, why not call to state the problem, and during the conversation, offer to call back at a time you both can discuss the situation more in detail.

The concern you or your child faces may be the result of an oversight or a misunderstanding that can easily be corrected once brought to the attention of the staff member most directly involved.

Give them a chance to tackle the problem first.

Step #2

Present your concern to the next level.

The principal at each building is responsible for supervision of staff within that particular building. The director of transportation supervises all school bus drivers. Each one is an example of the next level of school personnel you should contact if the staff member closest to the problem hasn't been able to satisfactorily resolve the difficulty.

Their ability to help will be improved if you share the steps you've already taken with the staff member closest to the problem. Take time to openly share with them the reasons why you feel uncomfortable dealing directly with the person who is closest to the situation.

Supervisory personnel will rarely have access to the information they need to be of immediate assistance and working through them will often require additional time.

Step #3

Talk with the Superintendent of Schools.

Sometimes all the best intentions can't solve a problem.

When you believe you've taken the problem to the next level but still haven't achieved a satisfactory outcome, the superintendent of schools is the next place to go.

