STATE COLLEGE AREA SCHOOL DISTRICT

# Resolving a concern

TO ADDRESS AN ISSUE, FOLLOW THE STEPS BELOW IN ORDER



Step 1

Step 2

Step 3

Step 4

Step 5

## **Teacher or Counselor**

Teachers or counselors are the first points of contact. Call or schedule a meeting with the student's classroom teacher or the school counselor to addresss an issue.

### **Principal**

The school principal is the second point of contact if you are unable to resolve an issue with a teacher or counselor. Principals oversee the faculty and staff of each school.

#### **Assistant** Superintendent

If you are unable to resolve an issue at the building level, the next step is to contact one of our assistant superintendents. They have direct expertise at the elementary and secondary levels to address your issue.

#### Superintendent

Contacting the superintendent is your last avenue for help at the administrative level. The superintendent oversees all of SCASD, including administrators.

### **Board** of Directors

The elected Board is the governing body for the entire district. If you are unable to resolve a concern through the previous four steps, it is then appropriate to contact the board of directors.

#### **Board Policy 906 — Community**

The flow chart above is derived from the policy manual approved by the SCASD Board of Directors. It states: At times, a parent or other school district resident may become sufficiently concerned over a situation in the schools and seek to have a change made or to have some corrective action taken. In such cases, the complainant is encouraged to share such concerns with the appropriate school personnel. The Board believes: (1) that complaints are best resolved on a person-to-person basis as close to the origin of the problem as possible; and (2) that all employees should be given every opportunity to consider the issues and attempt to resolve a problem within the parameters of district policies and procedures prior to involvement by the Board.

The full policy is available at www.scasd.org/policies

#### **Contact**

**Danielle Yoder, Assistant Superintendent for Elementary Education K-5** 814-231-1042 or dcy12@scasd.org

Jonathan Bucher, Assistant Superintendent for

Secondary Education 6-12 814-231-1041 or jgb19@scasd.org

**Curtis Johnson, Superintendent** 

814-231-1016 or cej12@scasd.org

**Board of Directors** 

814-231-1016 or all-board@scasd.org