

As associate superintendent and co-author of *Who Cares* a customer service guide for public schools, I have developed this guide to help parents know the best way to solve issues by knowing who to contact and when. Following this recommended process will insure your issue gets addressed quickly. If you call the board or the superintendent's office with a school concern, we will listen but will ultimately send you back through the proper channels. If once you have gone through those channels, you are still not satisfied, then we will want to talk again.

Example: Suppose you have an athletic problem. First, talk to the coach. If that does not work, speak with the head varsity coach. From there, go to the athletic director and if you still feel the issue has not been addressed properly, contact the school principal. Hopefully by this time, you feel better about the issue. *If not*, feel free to contact the superintendent's office. If the superintendent does not solve the problem, then you should contact a board member.

To Think About: Let me emphasize our goal is to work with you to resolve any issue! We view our relationship with you as a partner in your child's education. Occasionally, people will want to speak at a board meeting. Although they will be heard, they will eventually be asked to go through the proper channels. Also, it is difficult to fully address issues in a board meeting setting due to the liability factor.

Hopefully, this example and guide when help you when you need to address a concern in our school district. Mason County has a 24-48 hour response rule. This means that once a problem has been brought forward, that person has 24-48 hours to try to respond to you and listen to your concerns. If you have not heard from someone within that time-frame, please feel free to go to the next level.

We value you and your child! This brochure is just a simple tool to help you successfully solve any problems that you may encounter in our school system.

School Phone Directory

Straub Elementary	<i>Robert Moore</i>	606-564-9047
MCIS	<i>Matt Stanfield</i>	606-759-2000
Middle School	<i>Betsy Cook</i>	606-564-6748
High School	<i>Steve Appelman</i>	606-564-3393
Central Office	<i>Tim Moore</i>	606-564-5563
	<i>Kelly Middleton</i>	



A Helpful Guide for Successfully Solving Problems at School

Kelly E. Middleton

Associate Superintendent

**Mason County Board of
Education**

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“Don't dwell on what went wrong. Instead, focus on what to do next. Spend your energies on moving forward toward finding the answer.”
Denis Waitley

Step 1: Take your question to the person closest to the problem

No matter where the problem is, take your concern there first. Whether on the field, the bus, or in the classroom the fastest way to the solution is usually found with the staff who are most directly involved.

It is best to know your school personnel before a problem occurs. Know who your children’s teachers, bus drivers and coaches are and know how to get in contact with them.

If you must meet with a teacher, when you call to schedule an appointment , let the teacher know in advance what is the nature of your concern.

The problem that you and your child face may be the result of an oversight or misunderstanding that can be easily corrected once it is brought to the attention of the staff member. Give that person a chance to fix the problem first.

If the problem is not resolved...

Step 2: Take your concern to the next level.

Within each building, the principal is responsible for the supervision of the staff. The Director of Transportation is responsible for the bus drivers. Each of these is an example of the next level that you should contact if your problem remains unresolved.

In addition, note that they will be better able to help you if you let them know the steps that you have already taken to resolve the issue. However, since they will not have ready access to the information they may need, it will require additional time to help you.

If the problem still is not resolved...

Step 3: Talk with the Superintendent of Schools

Once you believe you have exhausted all efforts but still aren’t satisfied, the superintendent is the next place to go.

Please be aware that the superintendent wants to make sure your issue is resolved, but maintains a busy schedule with multiple appointments on his calendar. Because of this fact, a meeting with the Superintendent will most likely require some advance planning.

Step 4: Contact your School Board Members

School board members are elected to represent the interest of all students and parents. You should always feel free to express your opinion to them; however, they do not have direct authority for day to day school operations. Board members will always listen to your problems, but will generally send everyone through the proper channels.

A board member should only be contacted ...

- *after other means to solve the problem have been tried.

- *when procedures or policies are not enforced at all.

A board member may take the following actions:

- *Have an informal discussion with the superintendent or other administrators.

- *Request a policy review by the Board

- *Propose new policies for consideration.

Current Board Members

Ann S. Porter

Martin L. Wallingford

Janie A. Hord

Janet R. West

Kevin D. Carpenter