

It is the intention of all school staff and Board of Education members of the Symmes Valley Local School District to listen to and resolve issues of concern as quickly and effectively as possible. The following procedures outlined in this brochure will help to bring about what we all want for our children - a truly effective education in a safe and encouraging environment.

1. TAKE YOUR CONCERNS TO THE PERSON CLOSEST TO THE PROBLEM.

No matter where 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. Call the immediate supervisor to establish a meeting time with the employee. The Principal is responsible for the staff and students within their building. The Transportation Director supervises bus activity and the Athletic Director supervises the sports program.

If you call for an appointment to see your child's teacher, let him/her know in advance what the general nature of your concern is. This gives the teacher an opportunity to ask other staff members for information that might relate to your concern. If a personal visit isn't possible, please call to state the problem, and during that conversation, offer to call back when you can both discuss the situation in more detail.

The problem you or your child faces 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 most directly involved. Give the staff member a chance to tackle the issue first. If not resolved >>>>

2. PRESENT YOUR CONCERN TO THE SUPERVISOR.

Each one of the following is an example of the next level of school personnel you should contact if the staff members closest to the problem hasn't been able to satisfactorily resolve your concern. The Principal is responsible for supervision of staff and students within the buildings. The Transportation Director supervises bus activity. The Athletic Director supervises all school athletics.

Supervisory personnel will not always have ready access to the information they need to be of immediate assistance, and working through them will often require additional time. If not resolved >>>>

3. TALK WITH THE DISTRICT SUPERINTENDENT.

Sometimes all the best intentions can't solve a problem. When you believe you've worked hard with those closest to the problem, and you have taken the problem to the next level but still haven't achieved a satisfactory outcome, the district Superintendent is the next step.

A meeting with the Superintendent will require some advance planning. By calling the Superintendent's office and setting an appointment, you establish an opportunity to completely discuss the issue and steps previously taken. An alternative would be to explain the issue and steps you have taken through a letter requesting the Superintendent to call you or designating a time you will call him. This provides the Superintendent an opportunity to research the issue. If not resolved >>>>