

## Chain of Communication

### WHOM DO I CALL WITH A QUESTION OR SUGGESTION

The Westport Public School District's communication protocols help to promote direct, open, and respectful interactions so that problems and concerns can be worked out quickly and efficiently. The communication protocol starts with the staff member closest to the situation, as that person will usually have the most information. At times, additional personnel are required to resolve specific situations. Appropriate communication channels for a variety of topics are listed below. The district encourages any and all questions from parents and residents regarding school matters.

#### Classroom Issues Involving an Individual Child

(classroom procedures, behavior, grades, schedule, etc.)

OR

#### Curriculum and Instruction

(subject matter being taught, teaching strategies, textbooks and materials used, etc.)

For Grades K-5:

STEP 1: Classroom Teacher; if not resolved...

STEP 2: Building Administrator; if not resolved...

STEP 3: Director of Elementary Education; if not resolved...

STEP 4: Superintendent of Schools

For Grades 6-8:

STEP 1: Classroom Teacher; if not resolved...

STEP 2: Team Leader; if not resolved...

STEP 3: Department Coordinator; if not resolved...

STEP 4: Building Administrator; if not resolved...

STEP 5: Superintendent of Schools

For Grades 9-12:

STEP 1: Classroom Teacher; if not resolved...

STEP 2: Department Coordinator; if not resolved...

STEP 3: Building Administrator; if not resolved...

STEP 4: Superintendent of Schools

#### Budget and Business Operations

STEP 1: Director of School Business Operations; if not resolved...

STEP 2: Superintendent of Schools

#### Employment and Certification

STEP 1: Director of Human Resources; if not resolved...

STEP 2: Superintendent of Schools

#### School Personnel

STEP 1a: Staff Member

STEP 1b: Building Administrator; if not resolved...

STEP 2: Director of Human Resources; if not resolved...

STEP 3: Superintendent of Schools

#### Residency

STEP 1: School Secretary

STEP 2: Building Administrator; if not resolved...

STEP 3: Superintendent of Schools

#### Use of Building/Field Requests

STEP 1: Supervisor of Building Operations; if not resolved...

STEP 2: Director of Facilities; if not resolved...

STEP 3: Director of School Business Operations; if not resolved...

STEP 4: Superintendent of Schools

#### Special Education

For Grades K-5

STEP 1: Teacher or Related Service Provider (Psychologist, Counselor, Social Worker, Speech and Language Pathologist, Occupational Therapist, Physical Therapist); if not resolved...

STEP 2: Case Manager; if not resolved...

STEP 3: Building Administrator; if not resolved...

STEP 4: Director of Pupil Services; if not resolved...

STEP 5: Superintendent of Schools

For Grades 6-12:

STEP 1: Teacher or Related Service Provider (Psychologist, Counselor, Social Worker, Speech and Language Pathologist, Occupational Therapist, Physical Therapist); if not resolved...

STEP 2: Case Manager; if not resolved...

STEP 3: Building Administrator; if not resolved...

STEP 4: Director of Pupil Services; if not resolved...

STEP 5: Superintendent of Schools

#### Medical Concerns K-12

STEP 1: School Nurse; if not resolved...

STEP 2: Supervisor of Health Services; if not resolved...

STEP 3: Building Administrator; if not resolved...

STEP 4: Director of Pupil Services; if not resolved...

STEP 5: Superintendent of Schools

#### Guidance/Social Work/Psychology

For Grades K-5:

STEP 1: Guidance Counselor, Social Worker, Psychologist; if not resolved...

STEP 2: Building Administrator; if not resolved...

STEP 3: Director of Psychological Services; if not resolved...

STEP 4: Director of Pupil Services; if not resolved...

STEP 5: Superintendent of Schools

For Grades 6-8

STEP 1: Guidance Counselor, Social Worker, Psychologist; if not resolved...

STEP 2: Building Administrator; if not resolved...

STEP 3: Director of Psychological Services; if not resolved...

STEP 4: Director of Pupil Services; if not resolved...

STEP 5: Superintendent of Schools

For Grades 9-12

STEP 1: Guidance Counselor; if not resolved...

STEP 2: Director of Guidance; if not resolved...

STEP 3: Building Administrator; if not resolved...

STEP 4: Superintendent of Schools

#### Transportation

(Pickup, route problems, etc.)

STEP 1: Coordinator of Transportation; if not resolved

STEP 2: Director of School Business Operations; if not resolved...

STEP 3: Superintendent of Schools

#### Other Transportation Concerns

(Behavior on school busses, etc.)

For Grades K-5:

STEP 1: Classroom teacher; if not resolved...

STEP 2: Building Administrator; if not resolved...

STEP 3: Coordinator of Transportation; if not resolved...

STEP 4: Director of School Business Operations; if not resolved...

STEP 5: Superintendent of Schools

For Grades 6-12:

STEP 1: Classroom teacher; if not resolved...

STEP 2: Building Administrator; if not resolved...

STEP 3: Coordinator of Transportation; if not resolved...

STEP 4: Director of School Business Operations; if not resolved...

STEP 5: Superintendent of Schools

#### Athletics

STEP 1: Coach; if not resolved...

STEP 2: Director of Athletics; if not resolved...

STEP 3: Building Administrator; if not resolved...

STEP 4: Superintendent of Schools

#### Other School Activities

STEP 1: Activity Advisor; if not resolved...

STEP 2: Building Administrator; if not resolved...

STEP 3: Superintendent of Schools