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: Assistant Superintendent of Teaching and Learning; 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: Assistant Superintendent of Teaching and Learning; if not resolved…
STEP 6: 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: Assistant Superintendent of Teaching and Learning; if not resolved…
STEP 5: Superintendent of Schools

Budget and Business Operations
STEP 1: Chief Financial Officer; if not resolved…
STEP 2: Superintendent of Schools

Employment and Certification
STEP 1: Assistant Superintendent 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: Assistant Superintendent 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: Chief Financial Officer; 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: Assistant Superintendent of Pupil Personnel 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: Assistant Superintendent of Pupil Personnel 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: Assistant Superintendent of Pupil Personnel 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: Assistant Superintendent of Pupil Personnel 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: Assistant Superintendent of Pupil Personnel 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: Assistant Superintendent of Pupil Personnel Services; if not resolved…
STEP 5: Superintendent of Schools

Transportation
(Pickup, route problems, etc.)
STEP 1: Coordinator of Transportation; if not resolved
STEP 2: Chief Financial Officer; 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: Chief Financial Officer; 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: Assistant Superintendent of Teaching and Learning; if not resolved…
STEP 5: Superintendent of Schools

Other School Activities
STEP 1: Activity Advisor; if not resolved…
STEP 2: Building Administrator; if not resolved…
STEP 3: Assistant Superintendent of Teaching and Learning; if not resolved…
STEP 4: Superintendent of Schools