



Ka'ala Elementary School Parent Community Protocol for Addressing Concerns

In order to promote improved communication and timely attention to concerns, Ka'ala Elementary School suggests the following protocol to resolve issues. This protocol is not intended to fringe on individual rights. It is rooted in the belief that the best solutions to parent/student concerns are ones that are agreed upon at the school level.

Step 1: Conference with the Teacher

Should a parent have a concern about their child's classroom, the first step should be to contact the student's teacher either through e-mail or by leaving a message through the front office. There are occasions where the school administration may not be aware of the concern or would need to consult the teacher before continuing the conversation. A child's teacher is best able to clarify classroom procedures and policies and make adjustments.

Step 2: Conference with the School Counselor

The school counselor is another student support that a parent can approach. Often, if the concerns are of a behavioral or social nature, a counselor can be counted upon for assistance. A counselor will also work with the student when appropriate / necessary to address behavior concerns.

Step 3: Conference with the Vice-Principal

If a parent is not satisfied with a teacher or counselor's response, the school Vice-Principal should be contacted. If it is not an emergency, a reasonable amount of time for the Vice Principal to address the concern should be allowed.

Step 4: Conference with the Principal

Should a parent not be satisfied with the decision of the Vice Principal, the parent may contact the Principal for another conference. If it is not an emergency, a reasonable amount of time for the Principal to address the concern should be allowed. It is important to note that the majority of decisions made by the Vice Principal are in consultation with the Principal, thus it is unlikely that the Principal's decision will differ from the Vice Principal's decision.

Step 5: Contact the Complex Area Superintendent

If a parent is not satisfied with the school's handling of the concern, the next point of contact is the Complex Area Superintendent (CAS). The CAS will consult with the Principal in the resolution process and either the CAS or school Principal will contact the parent.

Step 6: Contact the Deputy Superintendent

Should a parent not be satisfied with the Complex Area Superintendent's action, the next level of contact is the Deputy Superintendent's Office or State Superintendent's Office. It is important to note that more often than not, all concerns will be returned to the school level for resolution.