

1312-R Positive Communication - Board of Trustees

STEPS – **Steps** To Encourage Positive Solutions

~~Throughout the school year, situations may arise which cause concern for parents, teachers, students, and community members.~~

The STEPS process is structured to promote resolving situations quickly to the satisfaction of all parties by involving those people closest to the situation in examining and developing solutions to concerns. ~~A positive resolution of these situations enhances communications, builds trust between stakeholders, and benefits the educational program of the District.~~

~~These "STEPS" are designed to resolve problem situations quickly and satisfactorily. Please use these steps if you have a concern.~~

STEP 1- CONTACT THE APPROPRIATE STAFF MEMBER

The first step in resolving a concern is to discuss it with the staff member involved: the teacher, coach, bus driver, etc. ~~More than 95 percent of all~~ **Most** concerns are resolved at this level.

STEP 2- CONTACT THE PRINCIPAL/SUPERVISOR

If step one does not resolve the concern, discuss it with the **supervisor/principal**. ~~He or she is the professional educator in charge of the school and the person responsible for handling concerns regarding the school's operation.~~ The **supervisor/principal** can share school information and explain policies, guidelines and procedures.

STEP 3- CONTACT THE APPROPRIATE DISTRICT ADMINISTRATOR

If the previous steps have been unsuccessful, contact the appropriate District administrator or the Superintendent.

STEP 4- CONTACT THE SCHOOL BOARD

The School Board hears concerns that have not been resolved at a previous level. To present your concern to the Board, a written request must be submitted to the Superintendent.

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LEGAL REFERENCE(S):

CROSS REFERENCE(S): 1312

ADMINISTRATIVE REGULATION: