

WHO TO CALL WHEN ASSISTANCE IS NEEDED:

Gloucester County Public Schools prides itself on providing all of our students a quality education. We are also mindful that we are here to serve our parents and community members. There are times throughout the school year when you may need to contact one of our staff members with a question, issue, or concern that needs to be addressed. **The following procedures are provided below to assist you in resolving or answering your questions/concerns:**

SCHOOL-LEVEL QUESTIONS

1. **Contact the person closest to the issue.**
Example: You have a question about something that occurred in your child's classroom; the first person to contact is the child's teacher.
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2. If the incident in question is not resolved by following #1 above, then **discuss the issue with the immediate supervisor of that individual.** In most cases the next person with whom to discuss your concern is the person who supervises that individual; for instance, the assistant principal or department head.
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3. If you still feel your concerns have not been addressed appropriately after #1 and #2 above, **contact the School Principal** if you have **only** spoken with the assistant principal. Most school issues can be resolved at the school level. Please give our school leaders an opportunity to address your concerns; they are eager to assist you.

DIVISION-LEVEL QUESTIONS

If steps #1-3 above do not resolve your concerns, **contact the appropriate department listed below** that can best address your specific questions and/or concerns:

- **Athletics, extra-curricular activities, or clubs** - contact the Activities and Athletic Director (804-693-3866) after speaking with the school principal:
 - Director of Student Services
 - Assistant Superintendent of Administrative Services
- **Budget/Finance** - contact the Department of Budget and Finance (804)-693-7811:
 - Chief Financial Officer
 - Superintendent
- **Curriculum/Instruction (i.e. grades, teaching, assessment, schedule, etc.)** - contact the Department of Instructional Services (804-693-6240) after speaking with the school principal:
 - Assistant Superintendent for Instruction
- **Facilities & Buildings** – contact the Department of Facilities Services (804-693-1207) after speaking with a school principal or other supervisor:
 - Facilities Manager
 - Assistant Superintendent of Administrative Services

- **Food Services** - contact Food Services (804-693-3585) after speaking with the school principal:
 - Director of Food Services
 - Assistant Superintendent of Administrative Services
- **Grounds Services** – contact the Grounds Department (804-693-1206) after speaking with the school principal or other supervisor:
 - Grounds Manager/Foreman
 - Assistant Superintendent of Administrative Services
- **Health Services (i.e. school nurse)** - contact the School Nurse Coordinator (804-693-0468) after speaking with the school principal:
 - Assistant Superintendent of Administrative Services
- **Personnel** - contact the Department of Human Resources (804-693-5300) after speaking with the employee’s direct supervisor(s):
 - Executive Director of Human Resources & Compliance
 - Superintendent
- **Section 504** - contact the Director of Student Services (804-693-7856) after speaking with the school principal:
 - Assistant Superintendent for Instruction
- **Special Education (IDEA)** - contact the Department of Special Education (804-693-7880) after speaking with the school principal:
 - Special Education Coordinator
 - Director of Special Education
 - Assistant Superintendent for Instruction
- **Student Discipline** - contact the Department of Student Services (804-693-7856) after speaking with the school principal:
 - Director of Student Services
 - Assistant Superintendent of Administrative Services
- **Technology** - contact the Department of Technology (804-693-1707) after speaking with the supervisor closest to the issue:
 - Director of Technology
 - Assistant Superintendent of Instruction
- **Transportation** - contact the Department of Transportation (804-693-2127) after speaking with the school principal:
 - Director of Transportation
 - Assistant Superintendent of Administrative Services