

WHO DO YOU CALL WHEN YOU NEED ASSISTANCE? Updated 9/1/2021

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 regarding an issue or concern that needs to be addressed.

The following procedures are provided below to assist you in resolving or answering your questions/concerns:

1. First contact the person closest to the problem. An **example**: You have a question about something that happened in your child's classroom, the first person to contact is the teacher.



2. If the incident in question is not resolved at that level, then discuss the issue with the supervisor of that individual, in most cases the next person to discuss your concern with is the person who supervises that individual, for instance, the assistant principal or department head.



3. If at this point, you still feel your concerns have not been addressed appropriately, we ask that you contact the **School Principal** if you have **only** spoken with the assistant principal. Most issues can be resolved at this level. Please give our school principals an opportunity to address your concerns.



If your concerns cannot be addressed at the principal level, we encourage you to contact the appropriate department listed below that can best address your questions and/or concerns:

If your concern is regarding **grades and/or curriculum issues**, then you would contact the Department of Instructional Services (804-693-4795) after speaking with the school principal:

- i. Assistant Superintendent for Instruction

If your concern is regarding a **discipline matter**, then you would contact the Department of Student Services (804-693-7856) after speaking with the school principal:

- i. Student Services Coordinator
- ii. Executive Director of Operations

If your concern is regarding a **religious exemption**, then you would contact the Department of Student Services (804-693-7856) after speaking with the school principal:

- i. Student Services Coordinator
- ii. Executive Director of Operations

If your concern is regarding **athletics, extra-curricular activities, or clubs**, then you would contact the Activities and Athletic Director (804-693-3866) after speaking with the school principal:

- i. Executive Director of Operations

If your concern is regarding **Special Education Services or an IEP**, then you would contact the Department of Special Education (804-693-7880) after speaking with the school principal:

- i. Coordinator of Special Education
- ii. Director of Special Education
- iii. Assistant Superintendent for Instruction

If your concern is regarding a **504 issue**, then you would contact the Student Services Coordinator (804-693-7856) after speaking with the school principal:

- i. Assistant Superintendent for Instruction

If your concern is regarding a **school personnel issue**, then you would contact the Department of Human Resources (804-693-5300) after speaking with the school principal:

- i. Executive Director of Human Resources & Compliance
- ii. Superintendent

If your concern is regarding a **technology issue**, then you would contact the Department of Technology (804-693-1707) after speaking with the school principal:

- i. Director of Technology
- ii. Assistant Superintendent of Instruction

If your concern is regarding a matter **involving a medical question or the school nurse**, then you would contact the Director of Nursing (804-693-6240) after speaking with the school principal:

- i. Executive Director of Operations

If your concern is regarding a **transportation issue**, then you would contact the Department of Transportation (804-693-2127) after speaking with the school principal:

- i. Director of Transportation
- ii. Executive Director of Operations

If your concern is regarding a **food services issue**, then you would contact Food Services (804-693-3585) after speaking with the school principal:

- i. Director of Food Services
- ii. Executive Director of Operations

If your concern is regarding a **budget/finance issue**, then you would contact the Department of Budget and Finance (804-693-7811):

- i. Chief Financial Officer
- ii. Superintendent