



South Park School District

ADDRESSING QUESTIONS & CONCERNS

Throughout the course of the school year, questions and concerns will arise. The South Park School District is committed to ensuring families and community members receive answers to their questions and have their concerns addressed in a timely and fair manner.

To do so, the South Park School District encourages families and community members to communicate with its teachers, staff, administrators and board members using the procedures below. This can be done with a phone call, email or scheduled appointment. By taking your questions or concerns directly to a district staff member as opposed to only posting those questions or concerns on social media, you begin the process towards an appropriate and equitable resolution.

- When you have a question or concern, you should begin with the district staff member most familiar with the situation. In the case of an instructional question or concern, you should contact your child's teacher. Questions and concerns about building operations should be directed to your child's principal.
- In the event your question or concern still has not been properly addressed, you should contact an administrator at the next level. In the event you already discussed the question or issue with your child's teacher, you should contact your building principal. In the event you already discussed the question or issue with your child's principal, you should contact the district's superintendent. The superintendent is the highest administrative level prior to the South Park School District Board of Directors.
- South Park families and community members who have not received a resolution after communicating with district staff members at all levels should then take their question or concern to the board of directors. The board of directors establishes district policy and has authority over school affairs.