



Parental Questions, Concerns or Inquiries

The District values open and direct communication with parents. Parents are encouraged to address their questions or concerns to the person or office most directly involved in the matter's resolution. When subsequent conversation is required, the customary "chain of command" should be followed (e.g. teacher to principal to appropriate central office administrator to Board of Education). Those involved in addressing matters that are raised are committed to responding in an appropriate and timely manner. Although there may be specific matters which would be addressed in a manner other than is prescribed below, parental and community inquiries should generally be directed as follows:

- **A child's teacher should be the initial point of contact** when parents have a question or concern about specific issues such as student progress, grade level or subject area curriculum, classroom practices or expectations, the instructional program, student assessment, student discipline or other matters related to classroom activities or organization.
- **The school principal would be the appropriate person to contact** initially when a question or concern exists relative to school rules or regulations, student placement practices, student registration, parent participation and involvement, student records, special programs and related student services, building goals, other matters related to school-wide activities or organization or any building-specific issues.
- **The Transportation Department (Karen Porter, Manager, 341.6290)** should be contacted for questions about District transportation services, including school bus routes and placement of bus stops.
- **The Food Service Office (Debra Stoops, Manager, 341.5880)** should be contacted for any questions related to our school lunch program, catering or other food service matters.
- **The Office of Instruction (248.341.5410)** should be contacted when parents have questions about instructional practices, student performance and achievement, materials or issues that cannot be resolved at the building level. Three executive directors of instruction serve schools within three geographical areas of the District:

Marcia Gibbens, Executive Director of Instruction (248.341.6300). Supervision of east side schools: Eastover and Hickory Grove Elementary Schools, East Hills Middle School, Lahser High School. Supervision of special education, grants, Farm, Nature Center, Bloomin' Kids and latchkey programs.

Cindi Hopkins, Executive Director of Instruction (248.341.6350) Supervision of central area schools: Conant and Way Elementary Schools, Bloomfield Hills Middle School, Model High School, Alternative High School and the International Academy. Also supervises the District's Information Services Department and responsible for technology concerns, student enrollment and supervision of athletics.

Laurie McCarty, Executive Director of Instruction (248.341.6300) Supervision of west side schools: Lone Pine and Pine Lake Elementary Schools, West Hills Middle School and Andover High School. This office should be contacted

when parents have questions about District curriculum, professional development, assessment, GERT and Reading Recovery.

- **A child's coach should be the initial point of contact** when parents have a question or concern about specific issues such as playing times, team rules, schedule conflicts or other matters related directly to the sport or team. If parents have athletic questions or concerns that cannot be answered by a coach, the building Athletic Director would be the next point of contact, followed by the building principal, the District's Athletic Director and the Executive Director of Instruction.
- **The Office of Special Education (Carolyn Packard, Director, 248.341.5415)** will answer questions related to special education programming.
- **The Office of the Assistant Superintendent for Business Services (Tim Weeks, 248.341.5450)** should be the initial point of contact with questions related to District finances, purchasing practices or other matters related to budget, finance or general operations.
- **The Office of Physical Plant Services (John Stoner, Director, 248.341.5480)** should be contacted for questions about buildings and grounds, operations, or facility rentals.
- **The Director of Information Services (Cindi Hopkins, 248.341.6350)** can respond to questions or inquiries related to the District's technology program or student enrollment.
- **The Office of the Superintendent (Steve Gaynor, 248.341.5405)** should be contacted initially when questions or concerns exist relative to District policies or procedures and their application, general District questions or concerns, Board of Education meetings and agendas, or other matters related to District operations which are not identified within the general role descriptions delineated above.
- **The Office of the Assistant Superintendent for Personnel (Christine Barnett, 248.341.5418)** should be contacted for questions related to personnel matters, employment opportunities, benefits, labor relations and District calendar.
- **The Office of the Director of Communications and Community Relations (Betsy Erikson, 248.341.5422)** should be contacted for marketing, District communications, media and press information or general information about the school district.
- **Board of Education members** will respond to concerns or questions about District policy procedures, practices, programs, operations, Board actions or other matters related to governance.