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**PEACHAM SCHOOL BOARD POLICY  
SCHOOL-COMMUNITY RELATIONS  
COMMUNICATION PROCEDURE**

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Prepared for 1<sup>st</sup> reading:

Warned for Hearing:  
11/13/06

Adopted: Revised:

Prepared for 2<sup>nd</sup> reading:

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Copies to: \_\_\_ Principal: \_\_\_ School Library: \_\_\_ Board Members: \_\_\_ CCSU: \_\_\_ Town Clerk: \_\_\_  
Town Library: \_\_\_

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Do you have concerns about your child's work or behavior?

Do you have questions about how a situation has been handled or a decision that has been made?

We recognize that no relationship between people is trouble free. For reasons too numerous to list, a conflict can easily arise between students, teachers, aides, bus drivers, parents, or others. Effectively resolving this type of life situation is a part of the learning process that we hope to foster in students. Effective conflict resolution is an important skill. Treating such situations promptly, seriously and creatively is the aim of the school. Using the steps outlined below, please bring your concerns to the forefront quickly and considerately so that all parties may benefit from the resolution process.

**Step One:** Whenever you have a question or concern involving an employee of the school (teacher, aide, bus driver, principal, etc.), talk to the employee first. Please try to avoid letting potential problems fester. Direct communication with the staff member involved is always the best first step to resolve concerns. If an employee is unable to resolve a complaint at his/her level, he or she should refer the concerned party to the next level.

**Step Two:** Should you feel resolution of your concern has not been addressed at the first step, ask the principal for a formal conference with the staff member and principal. The principal will arrange the conference as promptly as feasible.

**Step Three:** If, after the conference, you feel your concern is not resolved, please submit a letter to the principal and superintendent. The written format will document the process and help define the problem clearly. If you need help with the letter, please let the principal know. The employee, principal and superintendent will meet to discuss the concerns you raise. If they are unable to resolve the matter without a conference with you, the principal will contact you to schedule one. You will receive a written response at this stage.

**Step Four:** If you feel your concerns have still not been addressed, you may bring them to the attention of the school board. Although minor issues may be best resolved more quickly and easily directly with staff members, more serious concerns may be put in writing directly to the principal or superintendent. The principal and the superintendent will respond in writing within seven days. You may also bring issues or complaints to school board members as well, however no formal action will be taken by the Board unless the principal or superintendent have tried to resolve the matter. The purpose of this policy is not to prevent the Board from being informed, but rather to allow the personnel involved to resolve the matter.