



STEPS



Steps To Encourage Positive Solutions

Situations will arise at Starmont throughout the school year which causes concerns for parents, teachers, and students. Resolving these situations quickly to the satisfaction of all parties involved benefits the educational program of the district. "STEPS" should help you resolve problem situations quickly and satisfactorily. Please follow these steps if you have a concern.

STEP 1:

Contact the appropriate Staff Member. This first STEP in resolving a concern is to discuss it with the staff member involved – the teacher, the coach, the bus driver, etc. More than 95% of all concerns are resolved at this level.

STEP 2:

Contact the principal or immediate supervisor (athletic or transportation director). If STEP 1 does not resolve your concern, discuss it with the principal or the employee's immediate supervisor. The principal is the professional educator in charge of the building and the person responsible for handling concerns regarding the school's operation. The principal and other supervisors can share building information and explain policies, guidelines and procedures. If you have not attempted to resolve the concern with the immediate person involved, you will be asked to do so at this STEP.

STEP 3: Contact the Superintendent. If you feel that your concern has not been adequately resolved after following STEPS 1 & 2, contact the Superintendent.

STEP 4:

Contact the School Board. If your concern has not been addressed in STEPS 1-3, you can contact the school board. The school board has a committee of two members who will consider your concern and decide if it warrants going to the entire board. Your concern must be in a written request to the superintendent for consideration by the board complaint subcommittee.

STEP 5:

If the board complaint subcommittee decides that the concern should go before the full board, then the matter will be taken to the full board.

However, the school board members do not have direct authority in day-to-day operations. The authority of the district is the result of official actions by the majority of the school board members at their monthly meetings. These meetings are open to the public.