

*****Communication Procedures with the Board of Education and School Personnel***
*(Chain of Command)***

The Board recognizes that questions or concerns regarding the operation of the school district will arise from time to time. The South Hamilton Board further believes that constructive criticism can assist in improving the quality of the education program and in meeting individual student needs more effectively. The Board also places trust in its employees and desires to support their actions in educating students.

Parents and community members wishing to contact the Board of Education regarding a specific school issue, teacher or child, are encouraged to begin at the level closest to the issue. The Board supports communication through informal conferences with the appropriate teacher, coach, or administrator. Communication with the appropriate school personnel should occur as soon as possible for positive and expeditious resolution. The appropriate steps are:

Step One: Contact the director, teacher, coach, guidance counselor, etc.

Step Two: Contact the principal (If this is a school-wide concern, this becomes step one.)

Step Three: Contact the Superintendent at 515-827-5479

When an issue requiring attention is received by the Board or a Board Member, it will be referred to the Superintendent. After the appropriate steps have been taken, a parent or community member may appeal to the Board by requesting a place on the Board Agenda or during the public audience portion of the Board Meeting. If an appeal is made to the Board, the appeal shall be in writing. It is to be signed and explain the process followed by the individual or group prior to the appeal to the Board as well as the issue to be addressed.