

## OPENING THE LINES FOR PARENT COMMUNICATION

Parents/Guardians, your commitment to your children's education drives the success that our schools are working hard to achieve. Your help is needed for us to maximize learning opportunities for all of our students. Please consider the following guidelines to assist you when you have questions, concerns, or ideas that require the attention of school district personnel:

**Classroom Issue, Question or Idea?** Contact the teacher. Arrange a conference to discuss concerns or to obtain information. If the situation is not resolved, contact the principal.

**School Issue, Question or Idea?** Contact the school and request to speak with the responsible administrator. If the situation is not resolved at this level and you have not yet spoken with the principal, please contact him/her. Issues or questions that are not resolved at the school level may be addressed to the appropriate region office. Please contact our region office at 799-6620.

**Region or District Issue, Question or Idea?** Contact the region office at 799-6620 or the Deputy Superintendent of Instruction at 799-5475.

Public Concern forms may be filed at any time; however, as issues and questions are usually resolved and answered at the level at which they occur, it is strongly recommended that you avail yourselves of the opportunity provided to discuss situations first with school personnel. Public Concern forms are available at all CCSD schools, the Greer Education Center located at 2832 E. Flamingo, the Region Office located at 2490 Maverick St., the Sahara Administrative Offices located at 5100 W. Sahara Avenue or by calling 799-5438.

It is important to work together to support the education of our children. In the spirit of working together, the Clark County School District is committed to acknowledging your inquiries within a 24-hour time frame in terms of initially informing you that the appropriate office is in receipt of the information provided. There may be times in which other classroom, school or district responsibilities may prohibit the individual you wish to speak to from being available immediately to address your concerns or questions; however, your concern will be fully communicated and addressed in a timely manner. Additionally, there may be times in which your inquiry will be re-directed to a more appropriate individual to address given the nature of the concern and/or steps that have not yet been taken to resolve the matter. We are committed to strengthening the lines of communication. As the school year unfolds, we want to ensure that you receive the assistance you need through the various contact options available to you.