

# HOW TO ADDRESS QUESTIONS OR CONCERNS

This is a guide of how to address questions or concerns to the appropriate department/manager within the Clarke County School District.

| TYPE OF CONCERN  | Step 1  | Step 2  | Step 3  | Step 4   |
|--|---|---|---|--|
| <i>General Academic</i> <ul style="list-style-type: none"> <li>Curriculum &amp; Grading Policies</li> <li>Classroom (instructional) Environment</li> <li>Testing</li> <li>Program Eligibility</li> </ul> | Classroom Teacher   | Principal or Assistant Principal                                | Executive Directors of Leadership Development (Dr. Neil Crosslin or Dr. Kena Worthy)<br>List of schools supported can be found at <a href="https://www.clarke.k12.ga.us/Page/918">https://www.clarke.k12.ga.us/Page/918</a> . | Deputy Superintendent of Academics and Student Support (Dr. Jennifer Scott), then Superintendent (Dr. Robbie Hooker) |
| <i>District Policies</i>   | Principal   | Strategic Projects Director (Emily Boness)                      | Executive Director of Innovation, Strategy and Governance (James Barlament)   | Superintendent (Dr. Robbie Hooker)   |
| <i>Athletics &amp; Extra Curricular Concerns</i>   | Coach/Advisor   | School Athletic Director (If applicable)                        | Principal   | Superintendent (Dr. Robbie Hooker)   |
| <i>Authorized Distribution of Flyers</i>   | Executive Director of PR & Communications (Dr. Cyndee Perdue Moore) |   |   |  |
| <i>Construction and E-SPLOST</i>   | Principal   | Director of Facility Planning and Construction (John Gilbreath) | Assistant Superintendent of Operations (Dr. Garrick Askew)  |  |
| <i>Family, Social/Emotional</i>  | Teacher or Counselor  | Principal   | Executive Director of Student and Family Support (Tessa Barbazon)   |  |
| <i>Bullying</i>  | Teacher   | Principal   | Executive Director of Student and Family Support (Tessa Barbazon)   |  |
| <i>Transcripts</i>   | School Registrar  | Counselor   | Principal   | Director of School Counseling and Social Emotional Learning (Veronica Johnson)                                       |
| <i>Custodial Operations</i>  | Principal   | Director of Custodial Operations (Horace "James" Green)         | Assistant Superintendent of Operations (Dr. Garrick Askew)  |  |
| <i>Facility Maintenance Concerns</i>   | Principal   | Director of Plant Services (Mark Bailey)                        | Assistant Superintendent of Operations (Dr. Garrick Askew)  |  |
| <i>Facility Safety Concerns</i>  | Principal   | Director of Safety and Energy (Patrick Dyer)                    | Assistant Superintendent of Operations (Dr. Garrick Askew)  |  |
| <i>Food Service</i>  | Principal   | Cafeteria Manager   | Executive Director of School Nutrition (Paula Farmer)   | Assistant Superintendent of Operations (Dr. Garrick Askew)   |

# HOW TO ADDRESS QUESTIONS OR CONCERNS

| TYPE OF CONCERN  | Step 1   | Step 2   | Step 3  | Step 4  |
|--|--|--|---|---|
| Data & Research  | Executive Director of Innovation, Strategy, and Governance ( <i>James Barlament</i> )  | Deputy Superintendent of Academics and Student Support ( <i>Dr. Jennifer Scott</i> ) |   |   |
| Health and Medical Concerns & Hospital Homebound Requests              | School Nurse   | Principal  | Director of Nursing ( <i>Amy Roark</i> )  | Executive Director of Student and Family Support ( <i>Tessa Barbazon</i> )  |
| Assessment   | Teacher  | Testing Coordinator ( <i>usually AP</i> )  | Principal   | Director of Assessment ( <i>Dr. Trey Ezekiel</i> )  |
| Gifted and Advanced Programming  | Teacher  | Gifted Curriculum Coordinator ( <i>Jennifer Bogdanich</i> )                          |   |   |
| Human Resources  | Share concern with immediate supervisor (staff) or principal/director (parent concern) | Coordinator of Employee Relations ( <i>Angela Newby</i> )                            | Assistant Superintendent of Human Resources ( <i>Dr. Selena Blankenship</i> )   | Superintendent ( <i>Dr. Robbie Hooker</i> )   |
| Infinite Campus Support and Parent Portal                              | HelpDesk Ticket  | Campus Support Specialist  | Student Information Systems Director ( <i>Shana Vernon</i> )  | Executive Director of Innovation, Strategy, and Governance ( <i>James Barlament</i> )   |
| Instructional Technology Concerns (Staff Only)                         | HelpDesk Ticket  | Executive Director of Technology Services ( <i>Taylor Duke</i> )                     | Principal   | Assistant Superintendent of Operations ( <i>Dr. Garrick Askew</i> )   |
| Local School Governance Teams  | Principal  | Governance and Flexibility Director ( <i>Stephen Nobles</i> )                        | Executive Director of Innovation, Strategy and Governance ( <i>James Barlament</i> )  |   |
| Residency & Enrollment   | School Administrative Assistant  | Student Registration Coordinator   | Executive Director of Student and Family Support ( <i>Tessa Barbazon</i> )  |   |
| Response-To-Intervention (RTI), Multi-Tiered Systems of Support (MTSS) | MTSS School Coordinator  | MTSS Implementation Specialist ( <i>Tiffany Studivant</i> )                          | Executive Directors of Leadership Development ( <i>Dr. Neil Crosslin</i> or <i>Dr. Kena Worthy</i> )<br><i>List of schools supported can be found at <a href="https://www.clarke.k12.ga.us/Page/918">https://www.clarke.k12.ga.us/Page/918</a>.</i> | Deputy Superintendent of Academics and Student Support ( <i>Dr. Jennifer Scott</i> )  |
| Security   | Principal  | School Resource Officer (if assigned)  | CCSD Chief of Police ( <i>Chief Terry Reid</i> )  | Superintendent ( <i>Dr. Robbie Hooker</i> )   |
| Section 504  | Section 504 Coordinator at School  | Principal  | District 504 Coordinator ( <i>Veronica Johnson</i> )  | Executive Director of Student and Family Support ( <i>Tessa Barbazon</i> )  |
| Special Education  | Classroom Teacher, Special Education Teacher, Special Education Team Leader            | Principal  | SPED Coordinators   | Executive Director of Special Education ( <i>Jacinta Henry</i> ), then Deputy Superintendent of Academics and Student Support ( <i>Dr. Jennifer Scott</i> ) |

## Discipline

| TYPE OF CONCERN                       | Step 1   | Step 2  | Step 3   | Step 4  |
|---------------------------------------|--|---|--|---|
| <i>In School Suspension (ISS)</i>     | Principal  | Executive Directors of Leadership Development (Dr. Neil Crosslin or Dr. Kena Worthy)<br>List of schools supported can be found at <a href="https://www.clarke.k12.ga.us/Page/918">https://www.clarke.k12.ga.us/Page/918</a> . | Executive Director of Student and Family Support (Tessa Barbazon)  |   |
| <i>Out of School Suspension (OSS)</i> | Principal  | Executive Directors of Leadership Development (Dr. Neil Crosslin or Dr. Kena Worthy)<br>List of schools supported can be found at <a href="https://www.clarke.k12.ga.us/Page/918">https://www.clarke.k12.ga.us/Page/918</a> . | Executive Director of Student and Family Support (Tessa Barbazon)  |   |
| <i>Disciplinary Hearings</i>          | Principal  | Disciplinary Hearing Officer (Dr. Rodney Swanson)   | Executive Director of Student and Family Support (Tessa Barbazon), then Superintendent (Dr. Robbie Hooker) | Board of Education (only in case of appeal of expulsion decision) |
| <i>Alternative Education</i>          | Director of Alternative School (Dr. Angelia Major) | Executive Directors of Leadership Development (Dr. Neil Crosslin or Dr. Kena Worthy)<br>List of schools supported can be found at <a href="https://www.clarke.k12.ga.us/Page/918">https://www.clarke.k12.ga.us/Page/918</a> . | Deputy Superintendent of Academics and Student Support (Dr. Jennifer Scott)                                |   |

## Formal Complaints

| TYPE OF CONCERN   | Step 1                | Step 2                                     | Step 3                             | Step 4 |
|---|-----------------------|--|------------------------------------|--------|
| <ul style="list-style-type: none"> <li>• Requests</li> <li>• Complaints</li> <li>• Suggestions</li> </ul> | Staff member involved | Building Principal or Immediate Supervisor | Superintendent (Dr. Robbie Hooker) |        |