

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"> Curriculum & Grading Policies Classroom (instructional) Environment Testing Program Eligibility 	Classroom Teacher	Principal or Assistant Principal	Executive Directors of Leadership Development (Dr. Neil Crosslin or Dr. Kena Worthy) List of schools supported can be found at https://www.clarke.k12.ga.us/Page/918 .	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 & 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)

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Data & Research	Director of Data and Research (<i>Dr. Kellie Templeman</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)	Director of Employee Relations (<i>Meridith Padgett</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>)	Deputy Superintendent of Academics and Student Support (<i>Dr. Jennifer Scott</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 Specialists (<i>Vicki Randolph, Tiffany Studivant: Elementary, Adrienne Toliver: Secondary</i>)	Executive Directors of Leadership Development (<i>Dr. Neil Crosslin or Dr. Kena Worthy</i>) <i>List of schools supported can be found at https://www.clarke.k12.ga.us/Page/918.</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

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<i>In School Suspension (ISS)</i>	Principal	Executive Directors of Leadership Development (Dr. Neil Crosslin or Dr. Kena Worthy) List of schools supported can be found at https://www.clarke.k12.ga.us/Page/918 .	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) List of schools supported can be found at https://www.clarke.k12.ga.us/Page/918 .	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) List of schools supported can be found at https://www.clarke.k12.ga.us/Page/918 .	Deputy Superintendent of Academics and Student Support (Dr. Jennifer Scott)	

Formal Complaints

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<ul style="list-style-type: none"> Requests Complaints Suggestions 	Staff member involved	Building Principal or Immediate Supervisor	Superintendent (Dr. Robbie Hooker)	