

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
General Academic <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 (Jennifer Scott, Kena Worthy: Elementary, Neill Crosslin: Secondary)	Chief Academic Officer (Brannon Gaskins), then Superintendent (Dr. Xernona Thomas)
District Policy & Procedures	Principal	Executive Assistant to Chief of Community Engagement and Strategic Partnerships (Angelia Tillman)	Chief of Community Engagement and Strategic Partnerships (Lawrence Harris)	Superintendent (Dr. Xernona Thomas)
Athletics & Extra Curricular Concerns	Coach/Advisor	School Athletic Director (If applicable)	Principal	Superintendent (Dr. Xernona Thomas)
Authorized Distribution of Fliers	Director of PR & Communications			
Construction and E-SPLOST	Principal	Director of Facility Planning and Construction (John Gilbreath)	Chief of Operations (Dexter Fisher)	
Family, Social/Emotional	Teacher or Counselor	Principal	Executive Director of Student Support Services (Jillian Whatley)	
Bullying	Teacher	Principal	Executive Director of Student Support Services (Jillian Whatley)	
Transcripts	School Registrar	Counselor	Principal	Director of School Counseling and Social Emotional Learning (Tessa Barbazon)
Custodial Operations	Principal	Director of Custodial Operations (Horace "James" Green)	Chief of Operations (Dexter Fisher)	
Facility Maintenance Concerns	Principal	Director of Plant Services (Mark Bailey)	Chief of Operations (Dexter Fisher)	
Facility Safety Concerns	Principal	Director of Safety and Energy (Patrick Dyer)	Chief of Operations (Dexter Fisher)	
Food Service	Principal	Cafeteria Manager	Executive Director of School Nutrition (Paula Farmer)	Chief of Operations (Dexter Fisher)

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Data & Research	Director of Data and Research (<i>James Barlament</i>)	Chief Academic Officer (<i>Brannon Gaskins</i>)		
Hardship Waivers for School Assignment	Executive Assistant of Student Support Services (<i>La Toya Jewell</i>)	Director of School Social Work (<i>Chrystal Gillis</i>)	Executive Director of Student Support Services (<i>Jillian Whatley</i>)	
Health and Medical Concerns & Hospital Homebound Requests	School Nurse	Principal	Director of Nursing (<i>Amy Roark</i>)	Executive Director of Student Support Services (<i>Jillian Whatley</i>)
Assessment	Teacher	Testing Coordinator (<i>usually AP</i>)	Principal	Director of Assessment
Gifted and Advanced Programming	Teacher	Gifted Specialist (<i>Jennifer Bogdanich</i>)		
Human Resources	Share concern with immediate supervisor (staff) or principal/director (parent concern)	Director of Employee Relations (<i>Meridyth Padgett</i>)	Chief of Human Resources (<i>Selena Blankenship</i>)	Superintendent (<i>Dr. Xernona Thomas</i>)
Infinite Campus Support and Parent Portal	HelpDesk Ticket	Information Support Specialist	Census and Parent Portal (<i>Shana Vernon</i>)	Chief Academic Officer (<i>Brannon Gaskins</i>)
Instructional Technology Concerns (Staff Only)	HelpDesk Ticket	Instructional Technology Specialist (<i>Taylor Duke</i>)	Principal	Chief of Operations (<i>Dexter Fisher</i>)
Local School Governance Teams	Principal	Governance and Flexibility Director (<i>Stephen Nobles</i>)	Chief of Community Engagement and Strategic Partnerships (<i>Lawrence Harris</i>)	
Residency & Enrollment	School Administrative Assistant	Student Registration Coordinator	Executive Director of Student Support Services (<i>Jillian Whatley</i>)	
Response-To-Intervention (RTI), Multi-Tiered Systems of Support	MTSS School Coordinator	MTSS Implementation Specialists (<i>Vicki Randolph, Tiffany Studivant: Elementary, Adrienne Toliver: Secondary</i>)	Executive Directors of Leadership Development (<i>Jennifer Scott, Kena Worthy: Elementary, Neill Crosslin: Secondary</i>)	Chief Academic Officer (<i>Brannon Gaskins</i>)
Security	Principal	School Resource Officer (if assigned)	CCSD Chief of Police (<i>Chief Mark Sizemore</i>)	Co-Chief of Operations (<i>Dexter Fisher and Marsha Thomas</i>)
Section 504	Section 504 Coordinator at School	Principal	District 504 Coordinator (<i>Anna Morgan</i>)	Executive Director of Student Support Services (<i>Jillian Whatley</i>)
Special Education	Classroom Teacher, Special Education Teacher, Special Education Team Leader	Principal	SPED Coordinators	Executive Director of Special Education and Behavior Supports (<i>Heidi Hill</i>), then Chief Academic Officer (<i>Brannon Gaskins</i>)

Discipline

TYPE OF CONCERN	Step 1	Step 2	Step 3	Step 4
<i>In School Suspension (ISS)</i>	Principal	Director of Restorative Discipline (<i>Utevia Tolbert</i>)	Executive Director of Student Support Services (<i>Jillian Whatley</i>)	
<i>Out of School Suspension (OSS)</i>	Principal	Director of Restorative Discipline (<i>Utevia Tolbert</i>)	Executive Director of Student Support Services (<i>Jillian Whatley</i>)	
<i>Discipline Hearings</i>	Principal	Disciplinary Hearing Officer (<i>Sam Preston</i>)	Director of Restorative Discipline (<i>Utevia Tolbert</i>), then Executive Director of Student Support Services (<i>Jillian Whatley</i>)	Board of Education (only in case of appeal of expulsion decision)
<i>Alternative Education</i>	Director of Alternative School Liaison (<i>Amanda Gorman</i>)	Executive Directors of Leadership Development (<i>Jennifer Scott, Kena Worthy: Elementary, Neill Crosslin: Secondary</i>)	Chief Academic Officer (<i>Brannon Gaskins</i>)	

Formal Complaints

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