

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

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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"> • Requests • Complaints • Suggestions 	Staff member involved	Building Principal or Immediate Supervisor	Superintendent (<i>Dr. Xernona Thomas</i>)	