

# City of Harper Woods School District

## Concern Resolution Process

To insure that proper consideration is given to all concerns, problems and/or the needs of our students, parents and district residents, we ask that the below procedures be followed. Our goal is to meet the needs of our students and the expectations of our parents and the community.

Please follow the appropriate process outlined below if:

- You have a concern in support of a student
- You have a concern regarding a teacher, coach or support staff member
- You have a concern regarding an administrator
- You have a concern regarding the superintendent

### **If you have a concern in support of a student:**

1. First, talk directly with the teacher. Our teachers know our students best and are often the best resource in supporting the success of each student.
2. In other instances, a counselor or social worker can be a tremendous student advocate. Please consider making contact with one of these individuals as well.
3. Should the above contacts not lead to a successful resolution of the concern for a grade 7-12 student, please make direct contact with the Dean of Students or the Community Engagement Specialist. These members of the secondary leadership team will be happy to assist you. They can be reached at 313-245-3084.
4. If concerns still remain, please contact the Assistant Principal ( Grades 7-12, 313-245-3011), Principal (Grades PreK-12) or, if appropriate, the Director of Special Education (313-245-3029). Our administrative team is highly experienced in meeting the needs of students in cooperation with families.
5. If you are still concerned that your issues have not been satisfactorily addressed, make direct contact with the Office of the Superintendent at 313-245-3016 and schedule an appointment to meet with the Superintendent.
6. Following meeting with the Superintendent, if you are still not satisfied with the outcome, ask how you can make contact with the Board of Education.

**If you have a concern regarding a teacher, coach or support staff:**

1. First, talk directly with the staff member. Often a short conversation can result in an agreed upon “plan of action” that resolves the concern.
2. If concerns still remain, please contact the staff member’s direct supervisor:
  - a. For teachers and support staff, this is typically the Assistant Principal (7-12) or Principal (PreK-12).
  - b. If it is a Special Education staff member, please contact the Director of Special Education, Ms. Lindsay Grange at 313-245-3028.
  - c. For coaches, please contact the athletic director, Mr. Pete Newman at 313-245-3012.
  - d. For a concern regarding bussing, please contact Mr. Newman.
3. If you are still concerned that your issues have not been satisfactorily addressed, make direct contact with the Office of the Superintendent at 313-245-3016 and schedule an appointment to meet with the Superintendent.
4. Following meeting with the Superintendent, if you are still not satisfied with the outcome, ask how you can make contact with the Board of Education.

**If you have a concern regarding an administrator:**

1. First, talk directly with the administrator. Our administrative team will be happy to meet with you in an effort to better meet your expectations.
2. If you are still concerned that your issues have not been satisfactorily addressed, make direct contact with the Office of the Superintendent and schedule an appointment to meet with the Superintendent.
3. Following meeting with the Superintendent, if you are still not satisfied with the outcome, ask how you can make contact with the Board of Education.

**If you have a concern regarding the Superintendent:**

1. First, make direct contact with the Office of the Superintendent and schedule an appointment to meet with the Superintendent.
2. Following meeting with the Superintendent, if you are not satisfied that your concern has been adequately addressed, ask how you can make contact with the Board of Education.

***For help in contacting any staff member or for assistance in scheduling any of the above appointments, please contact the office of the appropriate school or call 313-245-3016 for assistance.***

