

## **For Parents: What To Do When a Problem Arises at School**

The learning and teaching process in Henrico County Public Schools is characterized by numerous daily interactions. Maintaining a productive learning environment in diverse and complex classrooms is an ongoing priority for teachers and school leaders. Since education is a people oriented enterprise, it is inevitable that concerns or conflicts may surface from time to time. The division believes that the best solutions occur at the level closest to the concern. The steps that are offered below are recommended as parents seek to resolve concerns that may arise.

**Should you have a concern or issue that involves your child's school, please contact the school first and use the following guidelines:**

-If the issue involves a teacher, please contact the teacher first and try to resolve the problem with him/her.

-If you feel the situation is still unresolved after contacting or meeting with the teacher, please contact the principal so that she/he can help bring it to a successful conclusion.

-If you are still not satisfied after working with the principal, please contact the appropriate school level Instructional Director at Central Office. The number is 652-3600. There are two Instructional Directors for Elementary Programs, one for Middle School Programs, and one for High School Programs.

-Please understand that if you contact someone at central office initially, you will likely be referred back to the school staff to see if a resolution can be solved at the classroom or school level first.