

Do You Have A Concern??

Steps to take when you have a concern within the Hartley- Melvin-Sanborn CSD.

This brochure is to help parents address concerns regarding their children and the school

Step #1

Parents, first take your concern to the person closest to the problem.

Before problems are encountered, please take the time to regularly talk with school personnel. Know your children's teachers and how they can be contacted.

Tell them when things are going well, and ask how things are going from their perspective.

If you have concerns regarding your children, please address these concerns with their teachers.

The first step in resolving a concern is to address the concern at its location. Regardless of the location, classroom, bus, practice field, gymnasium, or playground, the quickest and easiest solution is usually found with the staff member directly involved.

If you call for an appointment to meet with the staff member, please let them know in advance your concern. This gives them the opportunity to ask other staff members for information that may relate to your concern. If a personal visit is not possible, you may call the teacher to state your concern.

During the conversation, offer to call back at a time when both of you can discuss the situation in more detail.

The concern you or your child faces may be a result of an oversight or a misunderstanding. Hopefully through discussion with those involved, the concern can be resolved.

Teacher contact information can be obtained at the district website:

www.hartley-ms.k12.ia.us

Step #2

Present your concern to the next level.

If you are uncomfortable dealing directly with the staff involved, you may discuss the issue with the respective principal or director of transportation.

The principal at each building is responsible for the supervision of staff within that particular building. The director of transportation supervises the school bus drivers. These individuals are the next level of school personnel you should contact if the staff closest to the problem is

unable to resolve the concern. When you talk with a supervisor, please explain the steps you took to resolve your concern.

Supervisory personnel rarely have access to the information they need for immediate assistance. It may take additional time working with them to resolve your concern.

Step # 3

Talk with the superintendent of schools

Sometimes the best intentions cannot resolve an issue.

When you believe you took your concern to the next level and did not receive a satisfactory outcome, the next discussion is with the superintendent.

Part of the superintendent's responsibility is attending meetings outside the school district. As a result, you will need to call the high school office to set a meeting time with the superintendent.

Step #4

Contact school board members after other means have been tried.

School board members are elected to represent the interest of all parents and district residents. You are always welcome to tell them your point of view.

However, school board members do not have direct authority in day-to-day operations. The authority of the district is the result of official actions by a majority of the school board members at their monthly meetings. These meetings are open to the public.

The primary responsibility of the board is making policies that guide the school district. Some policy changes may require substantial public input and consultation with the school district's attorney. These requirements may increase the time required for the board to make a response.

When should a board member be contacted and what can they do?

Contact a board member . . .

- After other means to solve a problem have been tried.
- When a policy is being enforced but you believe it results in bad consequences.
- When you believe a policy isn't being enforced.
- When policies or procedures are not fairly enforced for all.

A board member may take one or all of the following actions:

- Informally discuss the issue with the superintendent or other administrators to consider a possible change in the existing policies or rules.
- Request the board review the specific policies that relate to the situation.

- Propose new policies for the board's consideration.

Unfairness, misunderstanding, hurt feelings, and conflicts are experiences common to all of us. When children experience these problems at school it causes difficulty for them, their parents, and the school staff. We want to work together to resolve these issues.

BOARD OF EDUCATION

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Scott Vollink, Vice President
Ryan Haack
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Hartley-Melvin-Sanborn CSD

Superintendent's Office / High School
300 N 8th Avenue West
Hartley, IA 51346
712-928-3406

Middle School
509 Main Street
Sanborn, IA 51248
712-930-3218

Elementary School
240 1st Street SE
Hartley, IA 51346
712-928-2020

Business Office
240 1st Street SE
Hartley, IA 51346
712-928-2022