



BIBB COUNTY SCHOOL DISTRICT

PROTOCOL FOR ADDRESSING CONCERNS

Protocol for Addressing All Stakeholder Concerns

To address organizational effectiveness, a key element is to establish and institute a well-defined protocol with clarity. Protocol is key and essential for managing and organization strategically. An approved and established protocol allows for all issues to be handled strategically and tactically. The following table delineates a model for addressing issues and concerns starting with the source of concern. The table that follows provides a conduit for all stakeholders to report concerns and ensure an increased opportunity to provide clarity for resolving issues as quickly and professionally as possible.

Citizen Concern Category	Step 1	Step 2	Step 3	Step 4
Students	Assigned Teacher	Assigned Principal		
Teachers	Assigned School Principal	Assistant Superintendent for Human Resources	Superintendent	
Assistant Principals	Assigned School Principal	Assistant Superintendent for Human Resources	Superintendent	
All Other School-Level Staff Members	Assigned School Principal	Assistant Superintendent for Human Resources	Superintendent	
Parents	Teacher	School Principal	Assistant Superintendent/ Executive Officer	Superintendent
Community Partners	Superintendent	Board of Education		
Administrators	Superintendent	The Superintendent is in charge of district personnel. Chief Legal Counsel, as needed.		
Board Members (District Concerns)	Superintendent	The Superintendent is in charge of district personnel. Chief Legal Counsel, as needed.		
Board Members (BOE Concerns)	Board President	Superintendent	Legal Counsel (Chief Legal Counsel or External Counsel)	



Chain of Command for Addressing Concerns

Concerns and complaints regarding any facet of the school operation should be initially directed to the administrator in charge of the school or central office department closet to the source of the complaint. Resident complaints about the District or its students shall receive a prompt and courteous response from the appropriate office or employee as delineated below.

When resident complaints are received by a member of the Board, they shall be referred to the Superintendent or his/her designee. The Superintendent or his/her designee will work the administrator closet to the source of the complaint to resolve the issue. When appropriate, the Superintendent will report the resolution to the Board.

Questions/Concerns	Step 1	Step 2	Step 3	Step 4
Academics/ Student Progress	Classroom/ Subject Teacher	HS/MS Guidance	School Principal	Assistant Superintendent for Teaching & Learning
Scheduling/Classroom Assignment	HS/MS Guidance Elementary	School Principal	Assistant Superintendent for Teaching & Learning	
Procedures and Policies	Teacher	School Principal	Assistant Superintendent/ Chief Legal Counsel	Superintendent
Curriculum	Classroom/ Subject Teacher	Standards Leader	School Principal	Assistant Superintendent for Teaching & Learning
Athletics	Coach	School Athletic Director/School Principal	System Athletic Director	Chief of Staff
Behavior	Classroom/ Subject Teacher	School Principal	Physiological Services Coordinator	Executive Director – Program for Exceptional Children/Assistant Superintendent for Student Affairs
Budget/Finance	Principal	Chief Financial Officer	Superintendent	Board of Education
Extra-Curricular Activities	Club Advisor	School Principal	Director of Human Resources	Assistant Superintendent for Student Affairs
Health Issues	School Nurse	School Principal	School Nurses Coordinator	Assistant Superintendent of Student Affairs

Board of Education Policies	School Principal	Board Legal Council	Superintendent	Board of Education
Special Education	Classroom/ Special Ed Teacher	School Principal	Executive Director of Program for Exception Children	Assistant Superintendent of Student Support Services
Transportation	Bus Driver	School Principal	Transportation Director	Chief of Staff
Facility Use	School Principal	Executive Director of Capital Projects	Chief of Staff	
Building/Grounds Maintenance	School Principal	Director of Maintenance	Executive Director of Capital Projects	Chief of Staff
Safety	School Principal	Campus Police Chief/Director of Student Safety	Chief of Staff	Superintendent
Free/Reduced Meal Program	Director of School Nutrition	Assistant Superintendent of Operations/ Chief of Staff		