

## **PARENTAL CHAIN OF COMMAND**

The Alton School District takes pride in its communication efforts with all stakeholders of the District. To ensure that parental concerns or issues are heard by the appropriate individual who can resolve the issue at the point of origin and provide a direct response, the Board of Education asks that parents follow the District's Chain of Command outlined below. It is the intent of the Chain of Command to resolve concerns and issues during the earliest steps with the individual(s) directly involved with the concerns.

Step 1) In the event of a concern, a parent or community member should contact the teacher, supervisor, coach or staff member who is directly involved with the concern or situation.

Step 2) If a parent or community member has completed Step 1 and feels that the issue/concern was not remedied, they should contact the building Principal, Director of the program, or the Athletic Director (for sports-related concerns).

Step 3) If a parent or community member has completed Steps 1 and 2 and feels that the issue/concern warrants yet further discussion, the parent or community member should then contact the Board of Education office to speak with a central office administrator.

Per the Alton School District's Board Policy and the collective bargaining agreement with the Alton Education Association (employee union), complaints received from parents, regarding a specific employee, must be brought to the attention of said employee (includes teachers, educational support staff, administrators, coaches and all other staff). Therefore, when a complaint or concern is shared by a parent or community member with administration regarding a district employee, the concern must be shared with that employee.

Also, in compliance with the Illinois Student Records Act and privacy laws, information regarding the discipline or educational process of another student will not be shared with others. Only birth parents/legal guardians/school guardians are permitted to receive such information regarding their child as protected by the Illinois School Code.

Sincerely,

Mark Cappel  
Superintendent of Schools