

KETTERING MIDDLE SCHOOL SPANISH IMMERSION

PARENT CONCERN RESOLUTION CHART

PARENT CONCERN	First Point Of Contact	Second Point Of Contact	Third Point Of Contact	Fourth Point Of Contact
Academic Concerns (ALL) Grades, Lack of HW, Classwork Difficulty Work Completion, Test/Quiz Performance	Classroom Teacher	Professional School Counselor	Grade-Level Administrator	Principal
Discipline Concerns (ALL) Student Behavior, Consequences, Rewards, Minor Incident Reports, Suspensions	Classroom Teacher	Grade-Level Administrator	Professional School Counselor	Principal
Spanish Immersion Program Concerns	Academic Dean	Principal	PGCPS Immersion Office	
504 Concerns Accommodations, Meetings, Student Performance	Classroom Teacher	Professional School Counselor	504 Building Facilitator	Grade-Level Administrator
Staff Member Complaints (Non-Emergency)	KMS Parent Concern/ Complaint Form	Grade-Level Administrator	Principal	
Special Education Concerns CRI Program, Accommodations, Meetings, Related Services	Classroom Teacher	SPED Case Manager, Dept Chair	Grade-Level Administrator	Principal
Parent Teacher Conferences TEAM CONFERENCES ONLY	Professional School Counselor	Grade-Level Administrator	Principal	
Bullying & Harassment	Bullying/ Harassment Form	Professional School Counselor	Grade-Level Administrator	Principal
Transportation Concerns	Transportation Hotline 301-952-6570	Transportation Resolution System	Grade-Level Administrator	Principal
Social Media Concerns (Outside of school)	Local Law Enforcement			

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Social Media Concerns (Inside of school)	KMS Parent Concern/ Complaint Form	Professional School Counselor	Grade-Level Administrator	Principal
Schoolmax Parent Portal Access	Parent Engagement Assistant	Professional School Counselor	Registrar	Grade-Level Administrator
Health forms, Medication, Immunizations, Exclusions	School Nurse	Grade-Level Administrator	Principal	
Student Conflicts, Mediations, Conflict Resolution	Classroom Teacher	Professional School Counselor	Grade-Level Administrator	Principal
Student Registration Documents, Update Residency Information, Emergency Contact Information, Transcripts	Registrar	Grade-Level Administrator	Principal	
Cell Phone Violations (Phones will be picked up from the main office by the parent or guardian)	Grade-Level Administrator	Principal		
High School Speciality Programs	Professional School Counselor			
Community Concerns Fights, Conflicts, Threats	Local Law Enforcement Parent Contact	School Security	Grade-Level Administrator	Principal
Food Services Concerns Application, Breakfast/Lunch Fees, Food Concerns, Menu	Food Services Manager	Grade-Level Administrator	Principal	
Short-Term/Long-Term Suspensions	Grade-Level Administrator	Principal	Pupil Personnel Worker	
Extended Suspensions/Expulsions	Pupil Personnel Worker			