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1235: Community/District Communication Protocol

Foundations & Basic Commitment/Rights and Protections

East Greenwich School District ("EGSD") encourages feedback, and endeavors to address stakeholders' concerns and questions as quickly and effectively as possible. An established communication protocol is an efficient tool that provides a roadmap for providing feedback, reporting concerns or communicating with school staff members.

In EGSD, the communication protocol refers to communication levels of authority within the district. It is important to begin the process at the lowest level. Many questions are quickly and completely answered by communicating directly with the affected staff person. EGSD uses this protocol as an essential tool in guiding the community to the most appropriate point of contact for issues that may arise in the District.

The School Committee is purposefully the last link in the protocol chain or roadmap, as it holds the responsibility of adjudicating appeals of decisions made by the Superintendent. The School Committee must be able to make an impartial judgment in the concerns brought to them for consideration. If the School Committee has prior knowledge or has made a judgment prematurely, an affected employee or student will not receive a fair process, and the concern could be dismissed. The School Committee will only review concerns that remain unresolved after exhausting the communication protocol.

The detailed communication protocol for specific issues, with contact information, can be found on the District website here.

Parents/guardians, students and employees who wish to express a concern or file a complaint with the District, should do so in writing, following the District communication protocol, contained here. If, after contacting the appropriate personnel, the concerned party does not receive a reply with ten (10) school days, or receives a non-responsive reply after ten (10) school days, said reply shall be deemed a determination by that level of authority, and the concerned party may escalate their concern or complaint to the next person in the chain of command pursuant to the District communication protocol.

The District will not reply to the sender of an anonymous complaint directly, but shall investigate the allegations as appropriate.

General guidelines are summarized below.

Students

For concerns regarding a student's educational needs, including but not limited to curriculum, classroom performance, grading, social and emotional needs, and disciplinary measures, students and their families are directed to approach the teacher, department head (grades 6-12), principal, assistant superintendent, and superintendent in that order. Students and families may also contact the student's counselor for additional support at any time.

Concerns regarding special education, athletics, transportation, and facilities may be addressed in the detailed communication protocol on the district website **[repeat link].**

Employees

EGSD employees are directed to report concerns as outlined in the EGSD Employee Handbook.