HAMILTON-WENHAM
REGIONAL SCHOOL DISTRICT
5 School Street, Wenham, MA 01984 · Tel. 978-468-5310

HWRSD Problem Solving Process Quick Guide

HWRSD is committed to meeting the needs of all of our students and promoting student self-advocacy at developmentally appropriate ages. If a situation arises where a student or parent/caregiver/caregivers have an Academic, Social-Emotional, or Behavioral Concern, the following Problem Solving Process should be followed.

Elementary Level

STEP ONE: When a parent/caregiver has a concern, it is important that the parent/caregiver/caregivers first begins with the staff member most closely associated with the situation. By placing a phone call to the main office, the parent/caregiver/caregivers can leave a message with the appropriate staff member. Details are listed below:

- Academic or Social Concern – Classroom Teacher
- Social/Behavior Concern (within the classroom) – Classroom Teacher
- Behavior Concern (recess) – Classroom Teacher
- Bus Concern – School Principal
- Lunchtime/Recess Concern – Classroom teacher
- Specialist Class Concern – Specialist Teacher: Art, Library, Music, PE/Health

STEP TWO: After meeting with the appropriate staff member, most situations can be resolved or explained. If the parent/caregiver continues to have concerns, the next step would be to meet with the next tier of support as outlined below. By placing a phone

call to the main office the parent/caregiver/caregivers can leave a message with the appropriate staff member.

- Academic or Social Concern – Adjustment Counselor
- Behavior Concern (within the classroom) – Adjustment Counselor
- Behavior Concern (Recess) – Adjustment Counselor
- Bus Concern – Principal
- Lunchtime/Recess Concern – School Counselor
- Specialist Class Concern – School Counselor

STEP THREE: If steps one and two are unsuccessful at rectifying the situation satisfactorily, a phone call or meeting with the principal may be necessary. The parent/caregiver/caregivers should contact the school secretary to schedule a time to speak with the principal on the phone or in person.

Middle School Level

STEP ONE: When a parent/caregiver has a concern, it is important that the parent/caregiver/caregivers first begin by encouraging their child to speak with the staff member most closely associated with the situation. If this is unsuccessful at rectifying the situation, the parent/caregiver/caregivers may address the staff member most closely associated with the situation. The parent/caregiver/caregivers should expect a response within two school days. Details are listed below:

- Academic or Social Concern (Classroom) – Classroom Teacher or Team Leader
- Social/Behavioral (Outside of Classroom) – School Counselor/Asst. Principal
- Bus Concern – Assistant Principal
- Lunchtime Concern – School Counselor

STEP TWO: After communicating with the appropriate staff member, most situations can be resolved or explained. If the parent/caregiver/caregivers continue to have concerns, the next step would be to meet with the next tier of support as outlined below. By placing a phone call to the main office, the parent/caregiver/caregivers can leave a message with the appropriate staff member.

- Academic or Social Concern (Classroom) – Assistant Principal
- Social/Behavioral (Outside of Classroom) – Assistant Principal
- Bus Concern – Principal
- Lunchtime Concern – Assistant Principal

STEP THREE: If steps one and two are unsuccessful at rectifying the situation satisfactorily, a phone call or meeting with the principal may be necessary. The parent/caregiver/caregivers should contact the school secretary to schedule a time to speak with the principal on the phone or in person.

High School Level

At the HS level, the expectation is that the student would begin the process.

STEP ONE: When a student has a concern, it is important that the student first begin with the staff member most closely associated with the situation. Details are listed below:

- Academic Concern (Classroom) – Classroom Teacher
- Social/Behavior Concern (Outside of Classroom) – School Counselor
- Bus concern – Assistant Principal
- Lunchtime Concern – Assistant Principal
- Athletics Concern – Coach

STEP TWO: When a parent/caregiver has a concern, it is important that the parent/caregiver/caregivers first begin by having their child speak with the staff member most closely associated with the situation (step one, above). If step one is unsuccessful at rectifying the situation, the parent/caregiver/caregivers may address the staff member most closely associated with the situation. The parent/caregiver/caregivers should expect a response within two school days. Details are listed below:

- Academic or Social Concern (Classroom) – Teacher
- Social/Behavioral (Outside of Classroom) – School Counselor

- Bus Concern – Assistant Principal
- Lunchtime Concern – Assistant Principal
- Athletics Concern – Coach

STEP THREE: After communicating with the appropriate staff member, most situations can be resolved or explained. If the parent/caregiver/caregivers continue to have concerns, the next step would be to meet with the next tier of support as outlined below. By placing a phone call to the main office the parent/caregiver/caregivers can leave a message with the appropriate staff member.

- Academic or Social Concern (Classroom) – Curriculum Leader
- Social/Behavioral (Outside of Classroom) – Director of School Counseling
- Bus Concern – Principal
- Lunchtime Concern – Principal
- Athletics Concern – Athletic Director

STEP FOUR: If steps one, two, and three are unsuccessful at rectifying the situation satisfactorily, a phone call or meeting with the principal may be necessary. The parent/caregiver/caregivers should contact the school secretary to schedule a time to speak with the principal on the phone or in person.

If, after following all steps at the building level, there is still no resolution, please contact the Superintendent's office at (978)626-0821