

PARENT GUIDE TO ADDRESS CONCERNS IN THE HANOVER SCHOOLS

When a parent determines that there is a school-related concern that needs to be addressed with school officials, the sequential steps outlined below should be followed. Hanover Schools seeks to work collaboratively with parents to find the fastest resolution to any problem.

1. The parent should address the concern with the staff member most directly involved, (i.e., a question regarding the content of instructional materials or homework assignments should be shared with the classroom teacher).
2. If the matter is not resolved at this level, the parent may bring the concern to the attention of the Principal.
3. If the matter continues to remain unresolved, the parent may bring the concern to the attention of the Superintendent.
4. If the matter still remains unresolved, the parent may bring the concern to the attention of the school committee by directly contacting the School Committee Chairperson and requesting appropriate action.

The following are examples of issues that should be addressed at the level indicated. If a parent has a concern that is not listed here, the parent may call his/her child's Principal for direction to the most appropriate person.

1. **Teachers and Specialists (Art, Music, Computers and Technology, Library, Health, and PE)**
 - Student homework, assignments, quizzes, test, and grading
 - Course instructional materials, practices, academic progress, and extra help
 - Issues related to classroom discipline, interactions with other pupils and teachers
2. **Athletic Instructors and Coaches**
 - Concerns regarding athletic activities
 - At the High School concerns may also be directed to the Athletic Director
3. **Guidance and Adjustment Counselors**
 - Concerns between school and home, teacher and pupil, pupil and other pupils
 - Personal matters relating to student development, behavior, or interaction with others
 - Course selection and student schedules
 - Scheduling of grade/team level meetings at the Middle School

- Course placement or career information
 - Middle and High School academic records
 - Accommodations Plans
 - Student placement issues (in a class, program or instructional level)
4. **Principals and/or Assistant Principals**
- Co-curricular program issues (athletics, music, drama, etc.)
 - Matters related to the physical plant
 - Concerns regarding school personnel
 - Student records, school-wide student expectations, discipline issues, or bus conduct
 - Requests that specific courses and programs be included in the program of studies
 - Policy, procedure, and protocol concerns
5. **Superintendent**
- Questions regarding school committee policies and administrative procedures
 - School Committee meetings and agenda items
 - Budgetary matters to also include any issue or item of the Hanover Schools budget that was not processed or appropriated correctly
 - Concerns regarding school personnel or services which have not been resolved at the Principal's level
 - Suggestions or requests for changes in the curriculum
 - Transportation matters
6. **School Committee**
- Matters pertaining to district-wide policy, protocol, and procedures
 - Concerns regarding the Superintendent
 - Issues relating to school committee minutes and agenda items (directed to the Chairperson)
 - Long-range planning
 - District-wide budget issues
 - Any item that should be included in future planning by the Hanover Schools
7. **Special Needs**
- The parent should first try to address a concern with the appropriate Contact Person regarding provision of services and IEP
 - If the concern is not resolved at this level, the parent may then contact the SPED Chair at his/her child's school
 - If the concern remains unresolved, the parent may bring the matter to the attention of the Principal
 - If the concern continues to remain unresolved, the parent may bring the matter to the attention of the Director of Pupil Personnel Services