

Parent Communication Guide

Folsom School prides itself on maximizing communication by providing meaningful feedback and input to strengthen and expand our family, school, and community partnerships. In order to provide efficient and accurate communication to address parent concerns, complaints, suggestions, or requests regarding school decisions or policies, the following Parent Communication Guide has been adopted by the Folsom Board of Education.

Many queries can be promptly resolved by discussing directly with the educator responsible for the class or program. Each issue should initially be addressed at the level where the action was first taken, with appeals progressing up the chain of command as necessary.

COMMUNICATION PROCESS FLOW CHART

Area Of Concern	First Level	Second Level	Third Level	Fourth Level
Academic Concerns	Teacher	Counselor/Case Manager	Director of Curriculum, Instruction & Special Services	Superintendent
After School Activities	Advisor	Main Office Secretary	Superintendent	
After School Events (Schedule Questions)	Main Office Secretary	Assistant to the Superintendent		

Athletics	Coach	Athletic Director	Superintendent	
Attendance	Main Office Secretary	Director of Curriculum, Instruction & Special Services	Superintendent	
Business Office	Assistant to the BA	Business Administrator	Superintendent	
Curriculum & Instruction	Teacher	Director of Curriculum, Instruction & Special Services	Superintendent	
Facilities	Facilities Manager	Assistant to the BA	Business Administrator	Superintendent
Food Services	Food Services Manager	Assistant to the BA	Business Administrator	Superintendent
General Questions	Main Office Secretary	Assistant to the Superintendent	Superintendent	
Guidance/HIB Concerns	Counselor (ABS)	Director of Curriculum, Instruction &	Superintendent	

		Special Services (ABC)		
Health Concerns	School Nurse	Superintendent		
SACC	Director of Curriculum, Instruction & Special Services	Superintendent		
Special Education	Teacher	Case Manager	Director of Curriculum, Instruction & Special Services	Superintendent
Transportation	Assistant to the BA	Business Administrator	Superintendent	
Technology	Teacher	Technology Coordinator	Superintendent	