



# *Glen Ridge Public Schools- Effective Communication Protocol*

## Process for Successful Outcome

- Follow the Protocol and allow for the initial Contact to resolve the issue
    - Please be Respectful. Always remember “tone” is difficult to read in an email and emotions may sometimes interfere with the goal of working together to resolve an issue
    - Please be patient but know the expectation is for staff to respond within 24 hours
    - If you are unable to reach a positive resolution, please move to the next person in the communication protocol.
- If the school’s administration is unable to resolve the issue, please contact the Superintendent

Effective Communication between Parents and Glen Ridge Staff is an important goal as we work together on behalf of our students. This document includes protocol charts to help parents ensure they are connecting with the appropriate staff and understand who is responsible for resolving issues and concerns.

*The Board of Education supports these protocols. As a connection between the schools and the community, all members will always hear your issues and concerns, but a resolution needs to occur by utilizing the appropriate communication protocol.*

**Parent has a Social/Emotional Concern about their Child**  
 Examples Include: Friendship Issues, Possible Need for Schedule Change



**Parent Contacts Guidance Counselor and Teacher**  
 The Guidance Counselor and Teacher will work together with Parent and Student



**Parent Contacts Principal/Assistant Principal**  
 If the Guidance Counselor and Teacher(s) are unable to resolve the issue

**Parent has a Classroom Concern**  
 Examples Include: Issue with Grade, Homework, Student/Teacher Relationship



**Parent Contacts Teacher**  
 The goal is to Discuss and Resolve



**Parent Contacts Principal/Assistant Principal**  
 If the issue could not be resolved between the Parent and Teacher

**Parent has a Harrassment/Bully Concern**  
 The Anti-Bullying Specialist in each school is listed on [www.glenridge.org](http://www.glenridge.org)



**Parent Contacts Anti-Bullying Specialist**  
 A HIB Investigation will begin or the Issue will be Resolved



**Parent Contacts Principal/Assistant Principal**  
 In the event the Parent is unsatisfied with the Investigation, resolution/solution

**Parent has an Extra Curricular Concern**  
 Examples Include: Sports, Clubs



**Parent Contacts Coach or Advisor**  
 The Goal is to Discuss and Resolve



**Parent Contacts Director of Student Activities**  
 If the Issue could not be resolved between the Parent and Coach/Advisor

When a student has an Individualized Education Plan/504 Plan, there are certain accommodations and modifications they may require in order to find success. Each of these students has a case manager. The chart to the right designates an effective communication protocol for a student with an IEP/504 Plan

