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.*
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.