

Resolving School-Based Questions & Concerns

During the course of the school year, situations may arise that require the parents/guardians of our students to contact the proper employee(s) in order to resolve an issue. To assure a prompt response and encourage proactive communication between the schools and parents/guardians, the following protocol was established to provide guidance as to whom parents/guardians should address their questions and/or concerns.

We respectfully ask that you follow the steps as outlined below. You need not contact every person listed on a particular diagram. It is our wish that the issue is resolved very early in the step-by-step process outlined below.

Concerns involving a teacher	Concerns involving a school-based employee (other than a teacher)	Concerns Involving a principal
Contact Teacher	Contact Principal	Contact Principal
Contact Principal	Contact Executive Director of School Support 365-5335	Contact Executive Director of School Support 365-5335
Contact Executive Director of School Support 365-5335	Contact Compliance Officer 365-5312	Contact James Gray Chief of Schools 349-8904
Contact Compliance Officer 365-5312		

Contact the District

If you need to contact a district department or office, please see the directory of services below or visit our website at jpschools.org/departments. Please note that contact information is subject to change throughout the school year. For the most up-to-date information, please refer to our website or call our general information line at 504-349-7600.

Advanced Study Academics 504-349-7792	English Language Learners 504-349-7776	Magnet Programs 504-349-7792	Teaching and Learning 504-349-8904
Band, Gifted and Talented Education Programs 504-365-5328	Food Services 504-349-8605	Physical Education and Athletics 504-349-8645	Testing 504-349-7604
Charter Schools 504-349-8594	Foreign Language Proficiency 504-349-7776	Pre-Kindergarten 504-349-7917	Transportation 504-349-7729
Compliance 504-365-5312	Health & Social Services 504-349-7770	School Safety 504-349-7641	Transcripts 504-349-7755
Driver's Education, Summer Camp & Child Care 504-365-5368	Home School 504-349-7604	Special Education 504-349-7901	

Contact the District

The Jefferson Parish school board consists of nine members elected from districts by the citizens of Jefferson Parish. The superintendent is appointed by the school board to manage the administrative team of the Jefferson Parish Schools.

The public may contact the board secretary at 504-349-7803 with questions about the board. Contact information for individual board members, along with a list of the schools each board member oversees, can be found on the board member page of the district website at <https://www.jpschools.org/Page/251>