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.

<table>
<thead>
<tr>
<th>Concerns involving a teacher</th>
<th>Concerns involving a school-based employee (other than a teacher)</th>
<th>Concerns Involving a principal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Teacher</td>
<td>Contact Principal</td>
<td>Contact Principal</td>
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<td>Contact Principal</td>
<td>Contact Executive Director of School Support 365-5335</td>
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<td>Contact Executive Director of School Support 365-5335</td>
<td>Contact Compliance Officer 365-5312</td>
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<td>Contact Compliance Officer 365-5312</td>
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<td>Contact James Gray Chief of Schools 349-8904</td>
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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
- Band, Gifted and Talented Education Programs 504-365-5328
- Charter Schools 504-349-8594
- Compliance 504-365-5312
- Driver’s Education, Summer Camp & Child Care 504-365-5368
- English Language Learners 504-349-7776
- Food Services 504-349-8605
- Foreign Language Proficiency 504-349-7776
- Health & Social Services 504-349-7770
- Home School 504-349-7804
- Magnet Programs 504-349-7792
- Physical Education and Athletics 504-349-8645
- Pre-Kindergarten 504-349-7917
- School Safety 504-349-7641
- Special Education 504-349-7901
- Teaching and Learning 504-349-8904
- Testing 504-349-7604
- Transportation 504-349-7729
- Transcripts 504-349-7755

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