



We Work Together

**A Parent's Guide for Solving Problems
at Northwestern Consolidated School District**

*"Alone we can do so little;
together we can do so much."
-Helen Keller*

BOARD OF EDUCATION

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Unfairness, misunderstanding, hurt feelings, and conflict are experiences that concern us all.

When children experience these problems at school it may cause difficulty not only for the children, but for the parents, and school staff.

This guide is about how to successfully solve problems at school. We hope that the information provided here will be useful to parents in the Northwestern Consolidated School District of Shelby County.



1) Take your concern to the person closest to the problem

No matter where the problem is, take your concern there first. Whether in the classroom, on the bus, on the practice field, or in the gym, the quickest and easiest solution is usually found with the staff member most directly involved.

It's best if you make time to talk with school personnel regularly, before problems are encountered. Know who your children's teachers, bus drivers, and coaches are and how they may be contacted. Tell them when things are going well, and communicate any concerns you have quickly and openly.

If you call for an appointment to see your child's teachers, why not let them know in advance the general nature of your concern? This gives them an opportunity to ask other staff members for information that might relate to your problem or concern. If a personal visit isn't possible, why not call once to state the problem, and during the conversation, offer to call back at a time when you can both discuss the situation in more detail?

2) Present your concern to the next level

The principal is responsible for supervision of staff within the building. The athletic director supervises all school coaches. Bus drivers report to the Director of Transportation. Each one is an example of the next level of school personnel you should contact if the staff member closest to the problem hasn't been able to satisfactorily resolve the difficulty.

Their ability to help will be improved if you share the steps you've already taken with the staff member closest to the problem, or if you will take time to openly share with them the reasons why you feel uncomfortable dealing with the person who is closest to the situation.

Supervisory personnel rarely have ready access to the information they need to be of immediate assistance, and working through them will often require additional time.

3) Talk with the Superintendent of Schools

Sometimes all the best intentions can't solve a problem. When you believe you've worked hard with those closest to the problem, and you've taken the problem to the next levels but still haven't achieved a satisfactory outcome, the Superintendent of Schools is the next place to go.

Keep in mind that the Superintendent's day starts early and often ends late in the evening. Part of the Superintendent's job requires attendance at area-wide meetings outside the district. As a consequence, a meeting with the Superintendent will probably require some advance planning.

4) Contact your School Board Members

School Board members are elected to represent the interest of all parents and district residents. The Board's primary responsibility is to make policies that guide the school district. *School Board members do not, however, have direct authority in day-to-day school operations, nor do they have the authority to discuss an issue or act in his/her individual capacity.* All authority is the result of official actions by a majority of the Board at meetings open to the public. Almost all problem solving will occur in steps 1, 2, and 3. After these steps have been tried, the final step is to contact the School Board. A written request for a hearing should be sent describing the nature of the complaint and actions taken to resolve the situation. After the information is received and reviewed the Board may 1) provide the complainant with a written decision, or 2) grant a hearing before the Board. The complainant shall be advised in writing of the Board's decision no more than ten (10) business days following the hearing. The Board's decision on the matter will be final, and it will not provide a hearing to other complainants on the same issue.

SCHOOL PHONE DIRECTORY

Superintendent/District Office Mr. Chris Hoke, Superintendent	317-835-7461
Triton Central Elementary School Mrs. Rhonda Hill, Principal	317-835-3003
Triton Central Middle School Mr. Bobby Thompson, Principal	317-835-3006
Triton Central High School Mr. Cary Chandler, Principal	317-835-3000
Director of Transportation Mrs. Susie Childress	317-835-3009
Director of Maintenance Mr. Terry Coons	317-835-3009
Director of Technology Mr. Josh Landis	317-835-7461
Director of Special Education Mrs. Terri Branson	317-835-3003

MISSION STATEMENT

Through the direction of our local Board of School Trustees and the leadership of the Superintendent of Schools, Northwestern Consolidated School District has a history of providing quality education in Shelby County. This school district is committed to continuous improvement and is grounded in the values upon which our country was founded. Working cooperatively with the total community, Northwestern provides a learning environment that is academically strong in basic and advanced skills and in which enriching experiences and creative opportunities are provided for each individual student. By supporting and directing their mental, physical, emotional, and social development, Northwestern provides an educational environment where students can develop into informed citizens and contributing members of society.....and “Together It Works”.

