



# WTHS District Communication Channels

## Communication Protocol

Individual board members do not have authority other than voting on official actions at meetings. As individuals, board members are able to help community members understand the district's communication and complaint protocol, which prioritizes addressing issues first at the point of concern. Staff members at the point of concern are best equipped to understand community member concerns and the context surrounding the concern.

Examples of community members addressing issues first at the point of concern include talking first to a teacher with questions about grades, talking first to a coach about practices, or talking to a principal about a school-wide issue.

If a community member is not provided a resolution to their concern or an answer to their question, it is appropriate to go up the chain of command.

If community members work their way through the chain of command and the superintendent cannot provide a resolution, community members are able to appeal to the school board and ask that the issue be placed on the agenda for the next board meeting. If the concern is important enough to be brought before a public meeting of the full board, community members should find this approach gets a much better response than talking to an individual board member.

Administration contacts can be found on our website through [this link](#).

The Warren Township High School District #121 Board of Education also sets aside time at meetings for public input. There is a three minute time limit so that all can be accommodated.

In addition, all members of the Board may be reached by e-mail in two ways:

1. Individual members may be reached through their individual email addresses. These are listed on the Board of Education page on the district's website.
2. Community members may also contact the entire board at once by emailing [boe@d121.org](mailto:boe@d121.org).



## Chain of Command

### 504 Plans

Step 1	Step 2	Step 3	Step 4
School Counselor	Associate Principal of Student Services	Associate Superintendent of Student Services	Superintendent of Schools

### Athletics

Step 1	Step 2	Step 3	Step 4	Step 5
Coach or Assistant Coach	Athletic Director	Campus Principal	Associate Superintendent of Student Services	Superintendent of Schools

### Budget, Business Office Operations

Step 1	Step 2	Step 3
Accounting Manager	Assistant Superintendent of Business Services	Superintendent of Schools

### Classroom Instruction, Grades, Assessments

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Teacher	Lead Teacher	Assistant Principal of Instructional Services	Campus Principal	Assistant Superintendent of Instructional Services	Superintendent of Schools

### Clubs, Activities

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Advisor	Activities Director	Athletic Director	Campus Principal	Associate Superintendent of Student Services	Superintendent of Schools

### Employment Verification, Employment, and Certification

Step 1	Step 2
Human Resources Manager	Superintendent of Schools



Facilities & Grounds

Step 1	Step 2	Step 3	Step 4
Associate Principal	Director of Buildings & Grounds	Assistant Superintendent of Business Services	Superintendent of Schools

Freedom of Information Request

Step 1	Step 2
Executive Assistant to the Superintendent	Superintendent

Multilingual Learners

Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Teacher	Lead Teacher	Director of Multilingual Services	Assistant Principal of Instructional Services	Assistant Superintendent of Instructional Services	Superintendent of Schools

Medical Concern (not 504 related)

Step 1	Step 2	Step 3	Step 4	Step 5
School Nurse	Associate Principal of Student Services	Campus Principal	Associate Superintendent of Student Services	Superintendent of Schools

Rentals

Step 1	Step 2	Step 3	Step 4
Online facility rental application	Business Services Administrative Assistant	Assistant Superintendent of Business Services	Superintendent of Schools

Records for Alumni, Students

Step 1	Step 2
Registrar	Superintendent of Schools

Residency

Step 1	Step 2	Step 3	Step 4	Step 5
Registrar	Associate Principal of Student Services	Campus Principal	Associate Superintendent of Student Services	Superintendent of Schools



Safety

Step 1	Step 2	Step 3	Step 4	Step 5
Dean of Students	Associate Principal of Student Services	Campus Principal	Associate Superintendent of Student Services	Superintendent of Schools

School Counseling and Related Services

\*If your child is experiencing a crisis, these do not need to be followed sequentially. If you need immediate, emergency assistance please call 911.

Step 1	Step 2	Step 3	Step 4	Step 5
Teacher	Counselor	Associate Principal of Student Services	Associate Superintendent of Student Services	Superintendent of Schools

Special Education

Step 1	Step 2	Step 3	Step 4	Step 5
Teacher	IEP: Case Manager Instruction: Lead Teacher	Campus Special Education Administrator	Associate Superintendent of Student Services	Superintendent of Schools

Staff Concerns

Step 1	Step 2	Step 3	Step 4
Staff Member	Lead Teacher or Associate Principal	Campus Principal	Superintendent of Schools

Title IX, Harassment, Discrimination, or other formal complaints

Step 1
The Board of Education has adopted a Uniform Grievance Procedure that can be found in <a href="#">Board Policy 2:260</a>

Transportation

Step 1	Step 2	Step 3
Transportation Director	Assistant Superintendent of Business Services	Superintendent of Schools