

Koloa Elementary School Parent Community Protocol for Addressing Concerns

When a problem of concern arises, Koloa Elementary suggests following this protocol to resolve issues:

Step 1: Conference with the teacher

Should a parent have a concern about their child's classroom, the first step should be to contact the student's teacher. There are occasions where the school administration may not be aware of the concerns or would need to consult the teacher before continuing the conversation. Your child's teacher is best able to clarify classroom procedures and policies and make adjustments.

Step 2: Conference with the school counselor

The school counselor is another school support that a parent can approach. Often if the concerns are behavioral or social in nature, a counselor can be requested for assistance and also work with the student.

Step 3: Conference with the principal

If a parent is not satisfied with a teacher's response, the school principal should be contacted. There may be an occasion when the principal may not be available, in which case a message should be left for the principal. If it is not an emergency, please allow a reasonable amount of time for the principal to return your call. Keep in mind the principal manages the entire school.

Step 4: Contact the Complex Area Superintendent

Should a parent not be satisfied with the school principal's handling of the concern, the next point of contact is the Complex Area Superintendent (CAS). The CAS will consult with the principal in the resolution process and either the CAS or school principal will contact the parent.

Step 5: Contact the Deputy Superintendent

Should a parent not be satisfied with the Complex Area Superintendent's action, the next level is the Deputy Superintendent's Office or State Superintendent's Office.

The aforementioned steps are to be followed in the order written. More often than not, all concerns will be brought back to the school level for resolution.

Linda Uyehara – Principal

