

## Complaint Procedures

If at any time during the school year you have a question, concern, or complaint, please follow the procedure set forth below.

The first step is to contact the teacher or staff member directly involved. It is often just a matter of miscommunication and by talking to the teacher, problems can usually be resolved. You may send an e-mail or a note requesting a conference or you may call the school office at 410-677-5803. The teacher cannot always answer the phone during class time, but the secretary will relay a message and the teacher will respond in a timely manner.

If you still have concerns after talking directly with the teacher, contact the building principal, Mrs. Lillie A. Giddens, at 410-677-5803. If the issue still has not been resolved, you may contact the following in the order given:

Director of Elementary Education – Ms. Susan Jones

Assistant Superintendent for Instruction and Student Services – Dr. Margo Handy

Superintendent of Wicomico County Public Schools – Dr. John Fredericksen

Wicomico County Board of Education