



## **COMMUNICATION PATHWAYS**

NCSA parents are sometimes unsure of whom to contact with questions, concerns, suggestions, or challenges. Below are the appropriate pathways for communicating with the NCSA staff.

### **If you have a problem concerning your student's classroom**

- 1) Contact the teacher to arrange a meeting at a mutually convenient time. Contact them by email, by leaving a voicemail message, or by sending a note with your child. *Please do not show up unannounced and expect the teacher to have the time to meet with you.*
- 2) If the issue is unresolved with the teacher, you should contact the Director by phone (x208), e-mail ([director@ncsota.org](mailto:director@ncsota.org)), or by stopping in to arrange an appointment. This meeting may be followed up with an additional meeting to include the teacher.
- 3) If the issue remains unresolved after it is discussed with the teacher and the Director, you may bring it to the attention of the Charter Governance Council by speaking with any individual CGC member, emailing any CGC member (addresses are on the website), or leaving a note for the CGC in the office.

*Please respect that individual discipline issues /complaints carry privacy concerns. These should be directed in writing to the CGC President or the Director.*

### **If you have a school-wide or systematic problem**

- 1) You should contact the Director by phone (x 1007), e-mail ([director@ncsota.org](mailto:director@ncsota.org)), or by stopping in to arrange an appointment.
- 2) If the issue remains unresolved after it is discussed with the Director, you may bring it to the attention of the Charter Governance Council by emailing [boardchair@ncsota.org](mailto:boardchair@ncsota.org) speaking with any individual CGC member, e-mailing any CGC member (addresses on the website), or leaving a note for the CGC in the office.

Any person wanting to attend a Board Meeting is welcome. If they wish to speak about an item not on the agenda, they will be given 3 minutes to speak if desired. The use of names in a public forum should be avoided. The CGC can take action only on those items on the Agenda. Please contact the Director or the CGC President at least one week prior to a board meeting if you would like your issue placed on the Agenda.

**Please respect these protocols for dealing with school issues as they are the surest way to bring about a resolution to your concern while at the same time treating all involved parties professionally and with dignity.**