

Parsippany-Troy Hills Township Schools

Problem Solving – Communications is the Key

In a school district of over 7,000 students and over 1,000 employees and programs and services that provide transportation, food, instruction, and co-curricular activities it is inevitable that questions and concerns arise throughout the school year. In an effort to address those concerns as quickly and effectively as possible, we recommend that you follow these steps when you have a question and/or concern. Unfortunately, we have learned that failure to follow these simple steps frequently results in a delay in answering your question and addressing your concern and, more importantly, results in frustration, dissatisfaction, and confusion for all parties.

First, there is a process in place that is designed to address your questions and answers in a manner that is effective and avoids the confusion and frustration that arises when your question is not answered, and your concerns are not addressed in a timely manner. This process seeks to answer your questions and to address your concerns at the level closest to where the question or concern arises.

The process, while it may be called by a variety of names such as conflict resolution or following the chain of command, is really a process that enables you to talk to the person or persons that have first hand facts and information and the ability to answer your question or address your concern. For example, if a parent or guardian has a concern about his or her child, the parent or guardian should first contact the student's teacher, advisor, or coach. If after speaking to the staff member(s) the parent or guardian is dissatisfied with the answer or the proposed solution, he or she should take the question or concern to the next level which would be the staff member's immediate supervisor which might be a district supervisor, building principal or vice principal/athletic director. At this level, both parties; the parent or guardian and the immediate supervisor present the facts of the situation and seek a reasonable solution.

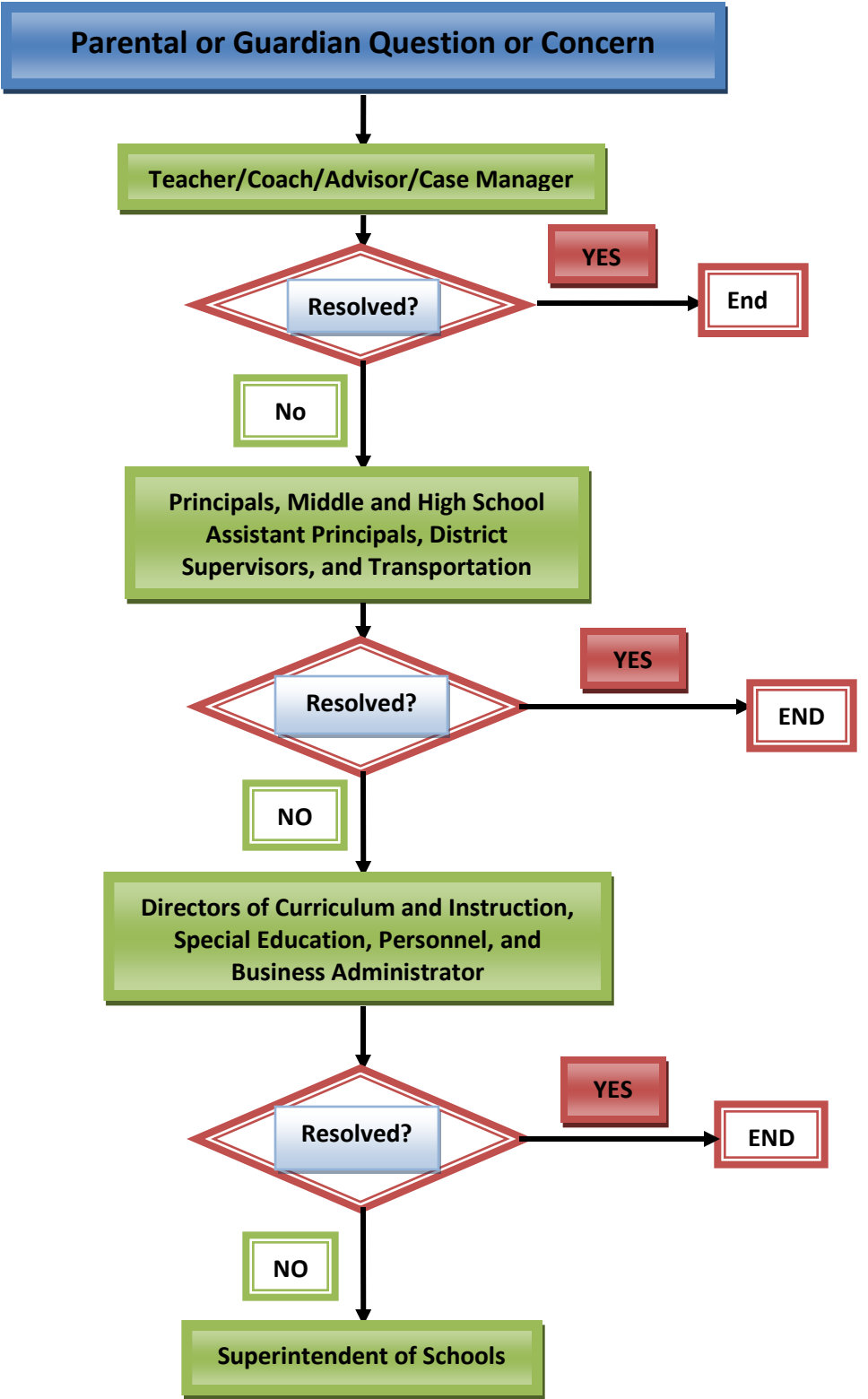
Should the situation remain unresolved, the next step would be to discuss the situation with the building principal if he or she has not been involved up to this point or, as appropriate, the Directors of Curriculum and Instruction, Special Education or Personnel, or the Supervisor of Transportation. At this level, both parties; the parent or guardian and the immediate supervisor present the facts of the situation and seek a reasonable solution. Typically, these individuals are the final arbiter in the situation. On rare occasions, the Superintendent may also intervene in an attempt to resolve an issue.

By the State of New Jersey's Administrative Code and according to the New Jersey School Board Association, only in the rare instance where the Superintendent cannot offer an acceptable resolution, can the issue be taken to the Board of Education.

If anyone skips the steps in this process, the individual and his or her concern will be referred back to the proper step in an attempt to answer the person's question or address his or her concern.

We ask that you make every attempt to follow these simple steps so we can serve you and your child more effectively and in a timely fashion.

Please see Flow Chart below.



Problem Solving Flow Chart
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