

# ADDRESSING YOUR QUESTIONS & CONCERNS



## STEP 1

**Contact the Teacher/Staff Member:**  
We believe most concerns can be resolved quickly and easily at the school level.

Keep in mind that teachers and staff are doing their best to provide services for many students; therefore, we appreciate your patience and understanding. Please allow staff 24-48 hours to respond Monday through Friday during school business hours.

## STEP 2

**Contact the School Principal:**  
If you believe your concern is unresolved, contact the school principal.

## STEP 3

**Contact the Superintendent's Office:**  
If you feel your concern is unresolved after talking with your school, please contact the Superintendent's Office. The Superintendent works with families and schools to resolve concerns, explain district policies and procedures, and ensure that families and schools are successfully partnering for student success.

## STEP 4

**The Board of Education:** If in your conversations with the Superintendent, you are directed to the Board of Education to address a policy issue, you can submit a request to the Board President that the Board consider an item for its upcoming agenda.

## GOAL

The Carmel Unified School District strives to create and maintain open, inclusive, two-way communication with families. To facilitate this goal and to ensure we can address your needs as quickly and efficiently as possible, we have outlined the following steps for addressing questions or concerns regarding CUSD matters. We encourage families to reach out to the person closest to the question/concern - teacher, coach, principal, counselor, etc. - because they have the greatest ability to work with you to change or adequately inform you on your question/concern. We look forward to working together on behalf of each and every student in our schools.

## SPECIFIC TOPICS

Matters of discrimination or harassment should be brought to the Superintendent's Office and do not need to follow the steps outlined in this document. As Title IX Coordinator for the District, the Superintendent takes complaints of discrimination and/or harassment directly from staff, parents/guardians, and students.

To resolve complaints which may require a more formal process, the Board adopts the uniform system of complaint processes specified in 5 CCR 4600-4670 and the accompanying administrative regulation. The district's Uniform Complaint Procedures (UCP) can be found outlined in BP 1312.3. A UCP form can be found on our website.

## QUESTIONS

If you need additional support or would like to ask questions about this process, please contact Chief Communications Officer, Jessica Hull at [jhull@carmelunified.org](mailto:jhull@carmelunified.org) or 831-624-1546 x 2022.