



## Family Guide to Addressing Concerns



### Classroom or Activity Concern

Issues related to your child's classroom, or club/team.



### Building Concern

Issues related to your child's school, including building procedures, processes, safety.



### District Concern

Issues or questions related to curriculum, student services, special education, facilities and grounds, cafeteria services, transportation, HR, finance, safety, discipline, and other district-wide functions.

**Teacher or Advisor/Coach**

*Issue Resolved?*

✓ Yes    ✗ No



For a concern about athletics, go to the Athletic Director for WMS or XHS.

For all other concerns, go to your building principal.



**Principal**

*Issue Resolved?*

✓ Yes    ✗ No



Go to District level.

Note: For disputes that cannot be resolved at the building level, families may choose to reach out directly to the district ombudsman. (see below)



**Department Staff**

*Find a list of departments and contacts at [XeniaSchools.org](http://XeniaSchools.org) or call 937-376-2961 to be directed to the appropriate person.*

If department staff cannot resolve your concerns, they may refer you directly to the ombudsman, if your situation warrants it.

*Issue Resolved?*

✓ Yes    ✗ No



**Superintendent**

*Issue Resolved?*

✓ Yes    ✗ No



Review the Role of the Board of Education  
*(see reverse)*

### About the District Ombudsman

The role of the ombudsman is to serve as a resource for families to resolve disputes and concerns that cannot be resolved at the school level. Keep in mind that teachers and principals are often in the best position to support your student, but families can contact the ombudsman for assistance: 1) if they have exhausted all efforts to resolve concerns at the building level, 2) if they feel strongly that they need mediation, or 3) if they believe that a district policy has been violated.

*The ombudsman can be contacted through our Central Office. Call 937-376-2961.*



## Board of Education FAQs for Parents

### ***What is the role of the BOE?***

The Board of Education deals directly with issues related to policy, district goals, spending priorities, and overall leadership and direction for the district. It oversees the Superintendent and Treasurer, but does not get directly involved in operational concerns.

### ***How does district leadership work together?***

While school boards are not involved in day-to-day district operations, the board is ultimately accountable for how schools perform. The board does this by setting the vision, goals, and policy for the district, including establishing spending priorities.

The superintendent is the chief executive for the district, and handles day-to-day operations and oversees all staff. The superintendent provides leadership and expertise, regularly making recommendations to the board. Ultimately, the superintendent answers directly to the board, and implements all board policies and directives.

### ***What is my role as a parent/guardian?***

Parents are natural advocates for their students, and may always bring concerns to the appropriate school staff member or department. It is important for families to understand that the district follows policies and protocols that are based on federal and state law, as well as best practices to support students, and that resolution of any concerns must fall within those guidelines across the district.

#### *Not sure who to contact about a specific concern?*

It depends on the issue, so be sure to check the chart on the reverse of this document for the best place to start!

### ***Want to learn more about the Board of Education?***

Visit our leadership page online at [XeniaSchools.org](http://XeniaSchools.org) or scan the QR code to go directly to the Board of Education FAQs page.

*To scan the QR code, simply open the camera app on any smart phone and scan the square barcode. Follow the pop-up that will send you to the BOE page.*

