

Partnering for Solutions: BTW Stakeholder Concern Resolution Protocol

At Booker T. Washington High School, we are committed to fostering open communication and ensuring that all concerns are addressed effectively and respectfully. The following protocol has been established to provide a clear and efficient process all stakeholders to communicate with school leaders about any issues or concerns.

Step 1: Identify the Concern

- Clearly define the issue, including relevant details such as dates, times, individuals involved, and any prior attempts to resolve the matter.
- Consider possible solutions or outcomes you would like to see.

Step 2: Contact the Appropriate Staff Member

- **Academic Concerns:** Contact the teacher directly via email or phone to discuss classroom-related issues.
- **Behavioral Concerns:** Reach out to the assigned grade-level assistant principal or counselor.
- **Operational Concerns:** Contact the school's main office or business manager for logistical or procedural issues.
- **Special Education or 504 Plans:** Contact the special education case manager or 504 coordinator.
- **General Concerns:** If unsure, contact the school's main office to be directed to the appropriate staff member.

Step 3: Escalate to School Administration

- If the issue is not resolved after addressing it with the initial point of contact, escalate the concern by scheduling a meeting with the appropriate school administrator (assistant principal or principal).
- Submit your concern in writing to provide clear documentation of the issue and previous steps taken to address it.

Step 4: Schedule a Meeting

- Request an appointment with the relevant school leader by contacting the school's main office or submitting a meeting request via email.
- Include a brief summary of the concern, steps already taken, and desired outcomes to ensure a productive discussion.

Step 5: Follow-Up

- After the meeting, follow up with the school leader to confirm agreed-upon actions and timelines.
- If additional follow-up is required, communicate promptly with the same staff member or administrator.

Step 6: Contact the District Office (if necessary)

- If the concern remains unresolved after following the above steps, stakeholders may contact the district office for further support. This should only be done after exhausting all school-level avenues.

Guidelines for Communication

- Maintain respectful and constructive communication throughout the process.
- Allow reasonable time for responses, as staff members may need time to investigate or consult others.
- Be open to collaborative solutions that prioritize the best interests of the students and school community.

By following this protocol, we aim to ensure that all concerns are addressed promptly, fairly, and effectively. Thank you for partnering with us to create a positive and supportive school environment for our students.

Contact Information:

- BTW Main Office: 404-802-4600
- BTW Website: atlantapublicschools.us/btw
- APS Central Office (if necessary): 404-802-3500