



Steps to Resolution For Parents

The Oklahoma City Public School District strives to maintain a harmonious relationship between parents, teachers, staff and administration. Occasionally, misunderstandings occur and resolutions need to be made. Issues and concerns are best resolved on the level at which they occur. By following these steps, situations can usually be resolved in a quick and fair manner. Below is the process parents or guardians should take to resolve a situation.

1

CONTACT THE STAFF MEMBER

The most direct route to resolving a concern is to speak directly with the person involved, whether it is a teacher, a coach, a bus driver, etc. More than 95 percent of concerns are resolved through communication with those involved.

2

CONTACT THE PRINCIPAL

The principal is in charge of each campus and is responsible for the school's operation. Explanations of policies and procedures, various clarifications and all types of campus information are available in the principal's office.

3

CONTACT THE APPROPRIATE CENTRAL ADMINISTRATOR

Call the PK-12 Office at 587-0049 to reach the appropriate administrator or director. This step should be taken only when steps one and two have not resolved the concern.

4

CONTACT THE SUPERINTENDENT

If your concern has not been resolved in Steps 1 through 3, then a call to the Superintendent's Office is appropriate.

5

WHEN TO CONTACT THE BOARD OF EDUCATION

The Board of Education is comprised of eight (8) school board members, seven of which are elected by the community within a geographic area called a ward or district and one Board Chairperson who is elected at large from the entire OKCPS school boundaries. The School Board hires and employs the Superintendent and sets policy and the annual budget, and approves expenditures and contracts. Because of the unique responsibility on the Board of Education, complaints are often redirected to Administration for resolution. The public is invited and encouraged to participate in public comment (which is limited in compliance with the Constitution and federal and state laws) at all regular board meetings or to email the board members directly.



To confidentially and anonymously share your concerns call

405-587-STOP

or go to:

www.okcps.org/tips

TIPS is a reporting system for students and parents to make appropriate OKCPS officials aware of potential threats to the safety of our students and staff.

Such threats could include:

- weapons possession
- drug/alcohol use
- harassment or intimidation
- school vandalism
- physical assault
- threats of violence
- suicide risk
- abuse or neglect
- other incidents