



## District Appeals Process

It is the goal of the staff and administration of Charlotte Public Schools to answer questions or deal with student/parent concerns as quickly and efficiently as possible. If a problem or a concern arises, please contact the employee who is most directly involved with the issue. If you are not satisfied with the information received, please follow the “chain of concern” as listed below.

| Question or Concern           | Step #1               | Step #2   | Step #3   | Step #4            | Step #5            |
|-------------------------------|-----------------------|---|---|--------------------|--------------------|
| Instructional Classroom Issue | Teacher               | Principal                                       | Director of Instruction and Curriculum          | Superintendent     | Board of Education |
| Student Disciplinary Issue    | Teacher               | Assistant Principal                             | Principal                                       | Superintendent     | Board of Education |
| Athletic Issue                | Coach                 | Athletic Director                               | Principal                                       | Superintendent     | Board of Education |
| Transportation Issue          | Bus Driver            | Transportation Supervisor                       | Executive Director of Business, Operations & HR | Superintendent     | Board of Education |
| Business Issue                | Accountant            | Executive Director of Business, Operations & HR | Superintendent                                  | Board of Education |                    |
| Policy Issue                  | Superintendent        | Board of Education                              |   |                    |                    |
| Employment Issue              | Human Resources Clerk | Executive Director of Business, Operations & HR | Superintendent                                  | Board of Education |                    |