



ADDRESSING CONCERNS

Livingston Public Schools strives to respond to concerns and/or questions as quickly and effectively as possible. In a school system, as in any organization, the “chain of command” refers to communication levels of authority in the school district. The philosophy behind the chart below is to refer community members to those people in the organization who can best solve any concerns or questions that may arise, and then direct them to the appropriate people if issues are not able to be effectively addressed at the first level.

WHERE DO I BEGIN THE PROCESS IF I HAVE A CONCERN?

Most questions/concerns are quickly and completely answered by communicating directly with the staff member involved with or responsible for the area of concern. Depending on the issue, an in-person or telephone conversation is often better than an email conversation, as it allows true two-way communication with less opportunity for misunderstandings. Each situation is different. See the "Progression for Addressing Concerns" listed below for examples.

WHY SHOULD I NOT BRING MY CONCERNS DIRECTLY TO MEMBERS OF THE SCHOOL BOARD?

The School Board does not operate the district on a day-to-day basis; that is the job of the Superintendent, who operates as the district’s chief officer. Instead, the School Board sets the policies, goals, and objectives for the district – and it holds the Superintendent responsible for implementing the policies and achieving the goals. Therefore, neither the Board of Education nor its individual members are in a position to address specific student concerns. All Board members in the State of New Jersey abide by an ethics pledge that has ten items. One item in the ethics pledge states explicitly, “I will refer all complaints to the chief administrative officer and will act on the complaints at public meetings only after failure of an administrative solution.”

Due to student and parent privacy issues, the School Board often does not know certain information, nor are they able to have access to information about individual students. Sharing personal confidential information about a student (even your own child) with a School Board Member can create a conflict for Board Members, since, on some issues, the Board functions as a “court of appeals.” Any Board Member with information obtained outside a “hearing” can be asked to recuse themselves from any discussion or vote on that particular issue. Keep in mind that School Board Members have no legal authority as individual Board Members. They only have authority when acting as a Member of the full Board when the Board is in session.

I FIND IT HARD TO VISIT FACE-TO-FACE WITH THE PERSON WITH WHOM I HAVE A CONCERN. WHAT CAN I DO?

Find a trusted individual (such as a friend, family member, or school employee who you are comfortable with) to accompany you or to sit with you when making a call. In any case, remember it cannot be a School Board Member.

PROGRESSION FOR ADDRESSING CONCERNS					
CONCERN AREA	FIRST CONTACT	SECOND CONTACT	THIRD CONTACT	FOURTH CONTACT	FIFTH CONTACT
Athletics	Coach	Athletic Director	Principal	Superintendent	
Board Agendas	Business Administrator/ Board Secretary	Superintendent			
Board Policies	Business Administrator/ Board Secretary	Superintendent			
Cafeteria / Foodservice	Food Service Director	Principal/ Assist. Principal	Business Administrator/ Board Secretary	Superintendent	
Clubs / Activities	Advisor	Assistant Principal	Principal	Superintendent	
Counseling	Counselor	Director of School Counseling	Principal	Assistant Superintendent for EIII	Superintendent
Curriculum / (Elementary)	Subject Supervisor Pre-K-8	Principal	Director of Elementary Education	Assistant Superintendent for CII	Superintendent
Curriculum / (Secondary)	Subject Supervisor 7-12	Principal/ Assist. Principal	Director of Secondary Education	Assistant Superintendent for CII	Superintendent
Custodial / Cleaning	Principal	Manager of Buildings & Grounds	Business Administrator/ Board Secretary	Superintendent	
District Budget	Business Administrator/ Board Secretary	Superintendent			
Drop off / Pick Up	School Office Secretary	Principal/ Assist. Principal			
504 and other Building-Based Accommodation Plan	School Counselor	School 504 Coordinator	Principal	Assistant Superintendent for EIII	
Health Services	School Nurse	Principal	Director of School Counseling	Assistant Superintendent for EIII	Superintendent

PROGRESSION FOR ADDRESSING CONCERNS

CONCERN AREA	FIRST CONTACT	SECOND CONTACT	THIRD CONTACT	FOURTH CONTACT	FIFTH CONTACT
Individualized Health Plan (IHP)	School Nurse	Principal	Director of School Counseling	Assistant Superintendent for EIII	
Personnel Concerns	Person with whom you have the concern	Principal (Elementary) or Supervisor / Principal (Secondary)	Assistant Superintendent	Superintendent (Elementary) or Dir of Secondary Education (Secondary)	Superintendent (Secondary)
Special Education / IEP	Teacher	Case Manager	Director of Special Education Elementary or Secondary	Assistant Superintendent for EIII	Superintendent
Student Behavior / Discipline <i>*Authority for most discipline lies with the building principal. With the exception of expulsion or a long-term suspension, there is no appeal process for discipline.</i>	Educator or Employee who took disciplinary action	Principal / Assistant Principal	Assistant Superintendent for EIII	Superintendent	
Teacher / Grades	Teacher	Principal (Elementary) or Supervisor (Middle and High School)	Director of Elementary Curriculum (Elementary) or Principal/Assist. Principal (Secondary)	Assistant Superintendent for CII (Elementary) or Dir of Secondary Curriculum (Secondary)	Superintendent (Elementary) or Assistant Superintendent for CII (Secondary)
Technology	Help Desk	Director of Technology	Assistant Superintendent for CII	Superintendent	
Testing	Building Testing Coordinator	Principal	District Testing Coordinator	Assistant Superintendent for CII	Superintendent
Transportation	Transportation Manager or Assistant Manager	Business Administrator/ Board Secretary			



Main Phone Number for Livingston Public Schools: **973-535-8000**

Key Extensions:

Assistant Superintendent for Equity, Inclusion, Intervention, and Inspiration (EIII)	x8032
Assistant Superintendent for Curriculum, Instruction, and Innovation (CII)	x8029
Athletic Director	x8342
Business Office	x8012
Directors of Curriculum and Instruction	x8022
Directors of Special Education / Child Study Teams -Elementary -Secondary	X8008 x8115
Facilities	x2360
Foodservice	x8051
SCHOOL MAIN OFFICES: BHE x6920 HMS x8091 MPE x8140 CES x8120 HIL x8150 MPM x8070 HAR x8111 LHS x8102 RHE x8131	
School Counseling	x8060 / x6931
Superintendent	x8011
Supervisors (Elementary and Secondary Content Area Supervisors)	x8883
Technology	x2941
Testing	x8022
Transportation	x8013