

## Chain of Communication/Responsibility

How do you respond when a parent/guardian, staff member, or someone from the community approaches you about an issue or concern? Be gracious and listen, but remember it is not your responsibility to solve the issue. It is, however, your responsibility to educate the one who approached you to resolve their concern via your district’s Chain of Communication/Responsibility. When you are asked to “see what you can do” or get involved, use the situation as an opportunity to explain that your role as a board member is to govern, not to manage.

Guidelines for Using This Worksheet:

This worksheet is designed for your School Board and Superintendent to have a solid understanding of your district’s Chain of Communication/Responsibility. It is important that there is consensus of how the Chain of Communication/Responsibility looks and operates in your district, so that everyone can have their concerns addressed by using a systematic process that supports student achievement for all.

Use the Chain of Communication/Responsibility Worksheet as a team (Board and Superintendent) to discuss potential scenarios that may arise in your district. Below, we’ve provided a list of possible roles and responsibilities that may be applicable to help establish the Chain of Communication/Responsibility in your particular district.

The Chain of Communication/Responsibility will look slightly different in each district, with one exception: The School Board should not be the first point of contact with a concern. Once you have reviewed the Chain of Command as a board team, discuss your communication process.

MSBA Model Policies: 103 – Complaints – Students, Employees, Parents, Other Persons  
 206 – Public Participation in School Board Meetings/Complaints About Persons at School Board Meetings and Data Privacy Considerations

Activities Director	Special Education Director	Instructional Coach	Paraprofessional
Business Manager	Support Staff	Custodial Staff	
Food Service Staff	Transportation	Grounds & Maintenance Department	
Nurse	School Resource Office	Principal	Teacher
Community Ed Director	Coach	Office Staff	Dean of Students
Curriculum Director	Tech Coordinator	Teacher Team Lead	
Technology Director	School Social Worker/Counselor		



# Chain of Communication/Responsibility Worksheet

\_\_\_\_\_ District Name \_\_\_\_\_

\_\_\_\_\_ Scenario \_\_\_\_\_

\_\_\_\_\_ Scenario \_\_\_\_\_

**School Board**

**Superintendent**



**Student**

Parent/Guardian/Community Member

**Student**

Parent/Guardian/Community Member