

CHAIN OF COMMAND

In order to facilitate communication, problem solving, and to provide input at the appropriate level, the Midway School District (District) follows this Chain of Command.

- Step One: One should start with the staff member directly related to the situation. A supervisor/principal may be involved in this step.
- Step Two: If the situation is not resolved or a need exists to talk to someone else, one should go to the supervisor of the staff member directly related to the situation. This may be an administrator.
- Step Three: If the situation is still not resolved or a further need exists to talk to someone else, one should go to the building principal.
- Step Four: If the situation is still not resolved or a need still exists to talk to someone else, one should go to the superintendent.
- Step Five: If all the other steps have been followed without resolve and no specific resolution procedure is provided in Midway School Board (Board) policy, the person involved may next ask that this specific item be placed on the next regular meeting agenda of the Board. If it is of an emergency nature that calls for a special meeting of the Board, the person should contact the President of the Board.

Note: It should be noted that the Midway School Board is a policy making body and should not get involved in day-day decisions. These are decisions that are placed in the care of the administrators. The Midway School Board should refuse to get involved in standard administrative decisions.

To protect the impartiality of the Board members, complaints against certified personnel cannot be brought to the Board unless an official hearing is being conducted.

If any issue begins at a level other the Step One, the person presenting the issue should be told to follow the Chain of Command and advised who to contact for Step One.

Any member of the Chain of Command approached by a patron should listen carefully and respectfully to the concerns of the person while instructing that person to follow the Chain of Command.

The communication process can and should move both directions in the Chain of Command.