

APS Communications Protocols & Resolution Procedures

Nicole L. Kieser - September 15, 2022

APS Communications Protocols & Resolution Procedures

- To connect our families and the community with the individual who can best assist with their inquiry.
 - First, second, third contact are available for most topics.
 - Acknowledgment by leadership team within 48 hours.
- This document was created based on feedback from our community. The goal is to encourage connections between our community and staff.

Updated September 8, 2022



Andover Public Schools Communication Protocols and Resolution Procedures

Communication with our families is essential to the success and wellness of our students. The chart below is designed to assist our families, helping them to connect with the appropriate staff and to understand who is best suited to answer questions or resolve concerns.

In most cases, the classroom teacher or school administrator will be your first point of contact. Please allow our team to be responsive within a reasonable amount of time before outreach to the next point of contact. Typically, all inquiries to the administrative team should be acknowledged or responded to within 48 business hours. Please follow the recommended protocol and allow the initial (first) contact to respond and resolve the inquiry. A reminder that APS staff may only release information to authorized family members as required by federal and state privacy laws and School Committee policy [KBBA](#).

APS staff directories can be located on [our website](#). Organizational charts for the district are [located here](#).

| TOPIC <i>(listed alphabetically)</i> | First Contact | Second Contact | Third Contact |
|---|-------------------------------------|--|--|
| Academic Progress (Elementary) | Classroom Teacher | Assistant Principal/ Principals | |
| Academic Progress (Middle Schools) | Classroom Teacher | Guidance Counselors | Assistant Principal/ Principal |
| Academic Progress (AHS) | Classroom Teacher | Guidance Counselors | Assistant Principal/ Principal |
| Athletics | Team's Head Coach | Athletic Director Wayne Puglisi: wayne.puglisi@andoverma.us | High School Principal Caitlin Brown: caitlin.brown@andoverma.us |
| Attendance | School Office | Assistant Principal/ Principal | |
| Attendance (AHS) | School Office | Assistant Principal | Principal |
| Bullying/ Behavior Concerns (Elementary & Middle Schools) | Classroom Teacher/ Any staff member | Assistant Principal | Principal |

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- This will be posted on our homepage, social media pages, provided to school principals for their newsletters and added to *All Around APS*.
- The document will be updated as changes are experienced.
- Updating the “Who We Are...” section on our website with this content and adding “Stay Connected” information.

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