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A program of Community Services Planning Council

Dial 2-1-1 for free, 24-hour information on community, health and social services. 2-1-1 is a one-stop source of information for people looking for community services and resources, especially for those who need essential services, such as food, shelter, counseling, employment assistance, and more. Callers receive personalized information from a live resource specialist. 2-1-1 is confidential and available in more than 150 languages.

[www.211sacramento.org](http://www.211sacramento.org)



## Staff and Parent's Guide to Problem Resolution



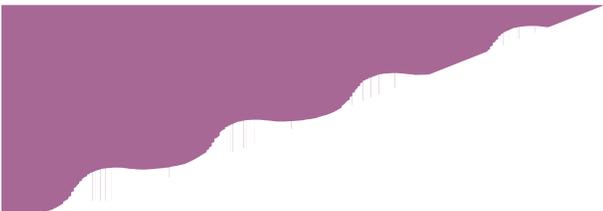
Family and Community Engagement (FACE)

San Juan Unified School District  
Family and Community  
Engagement Department  
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**Family and Community  
Engagement  
Department**

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## Conflict is an Opportunity

From time to time, parents and guardians may not agree with actions taken by staff at their child's school or may have concerns about how their child is getting along with other students. This conflict can feel uncomfortable for all involved, but it is also an opportunity to advocate for your student's needs, learn more about your child and his/her school, find common ground and improve your communication with the school.

San Juan Unified welcomes constructive criticism when it is motivated by a sincere desire to improve the quality of our educational programs and provide support for our students.

## Steps to Resolve Concerns

In order to promote fair and constructive communication and resolve complaints as quickly as possible, parents are asked to follow the process below:

1. Meet directly with the person that has the most logical connection to your concern. This is often your child's teacher, coach or counselor. Express the concern, listen to their perspective and seek resolution.
2. If the issue is not resolved, bring it to the attention of the school principal and give them a chance to investigate the situation.
3. If the problem continues, please contact the Family and Community Engagement Department. We will work with you and school administration to find resolution. This is generally done over the phone or by scheduling a meeting to discuss the concerns.

Email is often the best way to reach staff and share your concerns. Email addresses are found on school and district webpages. We attempt to return all parent calls or emails within 24 hours.

## Now what?

Some problems are easily cleared up and others take awhile in order for the situation to improve. A few points to keep in mind:

- We all see things from different perspectives
- Be aware that you may not know the whole story. Be ready to listen, as well as share your concerns
- Write down a few of your thoughts before meeting with the staff person or parent
- Try to stay calm so that you can be clear about your concerns
- Think about possible solutions before you meet
- If it's not an emergency, waiting until the next day can help everyone think more clearly.
- Give the Principal adequate time to investigate the concern