



Chain of Command Process

How to Effectively Communicate with School and District Staff

The Holmdel Board of Education and the Superintendent expect that all concerns be treated with respect. Parents/guardians may be discouraged when they attempt to communicate with central office administrators and school board members and are sent back to building-based officials to resolve a problem their child may be experiencing in school.

To prevent that frustration, parents can become informed about the “chain of command,” or where to begin the communication sequence regarding their problem or concern. Many parent and community questions are easily and completely answered by communicating directly with the educator in charge of the class or program. Each situation should first be addressed at whatever level the initial action was taken, with appeals moving on to the next level in the chain of command.

The easiest way to communicate is via email; a phone call is the next preferable way. Here at Holmdel Public Schools, we ask that you address any issues in the order as laid out in our Chain of Command process below.

Classroom Concern - Steps:

1. Teacher
2. Assistant Principal
3. Principal
4. Assistant Superintendent Academics and Operations
5. Superintendent

Instruction/ Curriculum - Steps:

1. Teacher
2. Department Supervisor
3. Principal
4. Assistant Superintendent of Academics and Operations
5. Superintendent

Student Discipline - Steps:

1. Teacher
2. Assistant Principal
3. Principal
4. Assistant Superintendent of Academics and Operations
5. Superintendent

Special Education Services - Steps:

1. Case Manager / Service Provider
2. Director of Special Education
3. Superintendent

School Staff Concern - Steps:

1. Principal
2. Assistant Superintendent Academics and Operations
3. Superintendent

Food Service Concern - Steps:

1. Food Service Director
2. Principal
3. Business Administrator
4. Superintendent

Athletics Concern - Steps:

1. Coach
2. Supervisor of Athletics
3. Principal
4. Assistant Superintendent of Academics and Operations
5. Superintendent

Transportation Concern - Steps:

1. Supervisor of Transportation
2. Principal
3. Business Administrator
4. Superintendent

Technology Concern - Steps:

1. Principal
2. Director of Technology
3. Assistant Superintendent of Academics and Operations
4. Superintendent

Facilities / Grounds / Building Issues Concern - Steps:

1. Principal
2. Director of Buildings and Grounds
3. Business Administrator
4. Superintendent

Sincerely,

A handwritten signature in black ink, appearing to read "J. Scott Cascone". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Dr. J. Scott Cascone
Superintendent