

Chain of Command Introduction

Pleasant Hill CUSD #3 desires to respond to stakeholders' questions or concerns as quickly and effectively as possible. At PH CUSD #3, the chain of command refers to communication levels of authority in the school district. Having an established Chain of Command creates an efficient tool that provides a roadmap when communicating with school staff members.

FREQUENTLY ASKED QUESTIONS

What is "Chain of Command"

In PH CUSD #3, the chain of command refers to communication levels of authority in the school district. It is important to begin the process at the lowest level. Many questions can be answered quickly and completely by communicating directly with the affected staff member. PH CUSD #3 uses the Chain of Command as an essential tool in guiding the community to the best person to speak with regarding questions that arise in a school system.

Why can't I start right at the top with the Board of Education (BOE) or Superintendent?

The Board of Education (BOE) is purposefully the last link in the chain or roadmap. The BOE must be able to make an impartial judgment in the concerns brought to them for consideration. If the BOE has prior knowledge or has made a judgment, then the employee or student will not get a fair process and the concern could be dismissed. BOE will only review concerns that are unresolved after completing the Chain of Command process.

I included the Board of Education on my email and they didn't answer my question, why did they just have the principal get back to me?

When you add multiple people to an email, the person who responds will be the person best able to resolve your matter. Any response would be asking you to reach out to the appropriate person.

CHAIN OF COMMAND LEVELS

Level 1: Teacher, Coach, etc. (Always start with the person closest to the issue first)

If a problem develops within the classroom, please speak to your child's teacher first. She/he is available, interested in what you have to say, and will be able to provide you with further insight as to what may be occurring in the classroom setting.

If your child has an IEP, contact his/her case manager if the concern relates to this area.

Level 2: Principal, Dean/Athletic Director, Special Education Coordinator (For IEP Concerns)

If a solution to the problem cannot be reached at level 1 or if the problem is general in nature, set up an appointment with the Principal. The principal will listen and attempt to resolve the problem in a fair and expeditious manner.

If the solution is not reached at level 1 but applies directly to a student's IEP, set up an appointment to speak with the Special Education Coordinator.

Level 3: The Superintendent

If a solution is not achieved, the matter will be turned over to the Superintendent for review and discussion. A parent should contact the Superintendent directly only after following through with levels 1 and 2.

Level 4: PH CUSD #3 Board of Education President or Vice President

The concern is brought to the attention of the Board of Education.

[Board of Education Information](#)

School	Phone
Pleasant Hill Elementary School	(217) 734-2311 ext. 1
Pleasant Hill High School	(217) 734-2311 ext. 2