



When children experience problems at school, it causes difficulty for themselves, their parents, and the school staff members involved. Our desire is to work together to resolve these issues for the well-being of your child and all others involved.



If you have a concern within the Murray Community School, please follow the steps below.

Step #1

Parents, first take your concern to the person closest to the problem.

Before problems are encountered, please take the time to regularly talk with school personnel. Know your children's teachers and the staff members they interact with and how each can be contacted.

Tell them when things are going well and ask how things are going from their perspective.

If you have concerns regarding your children, please address these concerns with the teacher or staff member directly involved.

The first step in resolving a concern is to address the concern with the staff member directly involved. If you call or email for an appointment to meet with the staff member, please let them know in advance your concern. This gives them the opportunity to gather information that may relate to your concern. If a personal visit is not possible, you may call or email the staff member to state your concern and offer to call back at a time when both of you can discuss the situation in more detail.

The concern you or your child faces may be the result of an oversight or misunderstanding. Hopefully, through discussion with those involved, the concern can be resolved. Staff member contact information can be obtained on our school website: www.murraycsd.org. or by calling our school office.

Step #2

Present your concern to the next level.

If you are uncomfortable dealing directly with the staff involved, you may discuss the issue with the respective administrator or transportation director.

The administrator is responsible for the supervision of staff within their respective building. The transportation director supervises the school bus drivers. These individuals are the next level of school personnel you should contact if the staff closest to the problem is unable to resolve the concern. When you talk with an administrator or director, please explain the steps you took to attempt to resolve your concern.

An administrator or director rarely has access to the information they need for immediate assistance. It may take additional time working with them to resolve your concern.

Principal (PK-5th)

Keegan Smith – 641-447-2517 x149
ksmith@murraycsd.org

Principal (6th-12th)

Deborah Chapman – 641-447-2517 x103
dchapman@murraycsd.org

Transportation Director

Julie Turner – 641-447-2517 x100
jturner@murraycsd.org

Step #3

Talk with the superintendent of schools.

Sometimes the best intentions cannot resolve an issue.

When you have taken your concern to the principal or director and feel you did not receive a satisfactory outcome, the next discussion is with the superintendent.

Part of the superintendent's responsibility is attending meetings outside of the school district. As a result, you will need to email him or leave a voicemail message to schedule a meeting time.

Superintendent

Tim Kuehl – 641-447-2517 x101
tkuehl@murraycsd.org

Step #4

Contact school board secretary to get on agenda for board meeting after other means have been exhausted.

School board members are elected to represent the interest of all parents and district stakeholders. You are always welcome to share your point of view with them.

School board members, however, do not have direct authority in day-to-day operations of the district. The authority of the school board is the result of official actions by a majority vote of the members of the board at their monthly meetings. These meetings are open to the public.

The primary responsibility of the school board is to create policies to help guide the school district. A change in policy requires three readings of a proposed policy change at three separate board meetings with a final approval by a majority vote of the school board.

Some policy changes may require substantial public input and consultation with the school district's attorney. These requirements may increase the time required for the school board to appropriately respond.

A board member may take one or all of the following actions regarding policy:

- Informally discuss the issue with the superintendent or other administrators to consider a possible change in the existing policies or procedure
- Request that the entire school board review the specific policy that relates to the situation
- Propose new policy for the board's consideration