Lawrence Public Schools find that the quickest and most effective way to resolve a school concern is by addressing it at the most direct level. The following are suggested procedures:

**TEACHER**
First, talk to a teacher, counselor or another trusted adult at school for assistance.

**PRINCIPAL**
If the concern is not resolved at the classroom level, please visit with the school principal.

**SUPERINTENDENT’S OFFICE**
If the issue persists, please contact the District Support Center, 785/832-5000, and ask to speak to either the Director of Elementary Schools or the Director of Secondary Schools.

**COMPLAINT FORM**
A Complaint Form may be filed to trigger a formal investigation of any unresolved school concerns. Find this form at http://www.usd497.org/complaintform.

**INVESTIGATION STEPS:**
1. Review complaint
2. Interview complainant and witnesses
3. Determine appropriate course of action
4. Issue disciplinary measures as necessary
5. Communicate with complainant, while protecting student/staff confidentiality

**OTHER RESOURCES:**
- If you are experiencing an emergency, dial 9-1-1.
- The Kansas School Safety Hotline for anonymous reporting of potential violence is: 1-877-626-8203.
- If you have a non-emergency criminal concern, please contact local law enforcement.