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:

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

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

3. **Directors of Elementary & Secondary Schools**
   - 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.

4. **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](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

5. **Superintendent’s Office**
   - If after following steps 1-3 your concern has not been resolved to your satisfaction, please contact the district office, 785/832-5000, and ask to speak to the superintendent's office.

**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.