



Informal Administrative Conference

I. Procedure Statement

The programs and policies of the Hays Consolidated Independent School District are intended to foster and enrich student learning and development intellectually, socially, emotionally and physically. To accomplish these goals, students, parents, teachers and staff must all work together. Just as students should behave in the positive manner expected of them by their teachers, parents, and peers, so also must administrators, teachers and other staff treat students and parents fairly and equitably, with respect both for groups of people and for the dignity of the individual. When problems occur, you can tell the Hays Consolidated Independent School District, and the District and its employees will try to identify, investigate and solve those problems.

To that end, it is the policy of the Board to provide an appropriate process for the orderly resolution of concerns and complaints that are registered against the District. As part of such process, the Board and the Superintendent expect that staff will cooperate in an effort to resolve the concerns/complaint and that all parties will be treated with dignity and respect and that an objective and fair resolution will be reached.

The process for resolving concerns/complaints is a two-step process. The first step provides for addressing the concerns with the appropriate party who is directly involved with the issue. The second step provides for addressing the complaint through the District's formal written complaint procedure.

II. Procedure for Addressing a Concern

A. If the concern is related to the classroom:

1. You should contact the classroom teacher first.
2. If such concern is not satisfactorily addressed by the classroom teacher, you should contact the Principal of the school.
3. If the Principal of the school does not satisfactorily resolve your concern, you should contact the appropriate Assistant Superintendent or other member of the central office Administrative staff (e.g. Chief Academic Officer, Chief of Human Resources, etc.).
4. If you cannot determine whom to call, want/need more information, do not understand the process, or if you want support, you may call central administration at 512-268-2141 for assistance.

B. If the concern is related to a school:

1. You should contact the Principal of the school.
2. If the Principal of the school does not satisfactorily address your concern, you should contact the Assistant Superintendent or other member of the Administrative central office staff.
3. If you cannot determine whom to call, want/need more information, do not understand the process, or you want support, please call central administration at 512-268-2141 for assistance.

C. If the concern is related to the District:

1. You should contact the appropriate Assistant Superintendent or other member of the central office Administrative staff.
2. If you cannot determine whom to call, want/need more information, do not understand the process, or you want support, please call central administration at 512-268-2141 for assistance.