

## How to Resolve Your Concern at the Local Level

If you have a concern with a school, a school district, or about your child's education program, then working with the administration of your local school district or charter school is the proper step to take. It is also the avenue that will provide you and your child with the best solution in the shortest time.

Concern About	Best Solution	Resource
<p><b>Child or child's teacher</b></p>	<p><b>If you have a concern about your child or your child's teacher</b>, then find out all the facts first. Consider what may be your child's role in the problem. Next, we suggest that you write to the school principal, as he or she is the person responsible for the school program's and staff. We suggest that you state the problem, describe the steps you have taken to address the problem, propose a positive solution, and request that the school respond to you in writing. If the problem is in regards to your child's progress, the principal may suggest a parent-teacher conference or a referral to the school's Student Assistance Team (SAT). The SAT is a school-based group of people whose purpose is to provide additional support to students who are experiencing difficulties that are preventing them from benefiting from general education, because they are either performing below or above expectations.</p>	<p>For more information about the SAT, please go to <a href="http://www.ped.state.nm.us/Rtl/dl09/SAT%20Fact%20Sheet.pdf">http://www.ped.state.nm.us/Rtl/dl09/SAT%20Fact%20Sheet.pdf</a></p>
<p><b>Special education services</b></p>	<p><b>If your child is receiving special education services</b>, then please contact your child's case manager or school principal. They may suggest having an Individualized Education Program (IEP) meeting to address your concerns and revise your child's IEP, if necessary. If that does not resolve your concern, then contact the district's or charter school's director of special education and ask that person to become involved in an IEP meeting to resolve your concern. The federal law governing education to students with disabilities is known as the IDEA, and it provides several other options for resolving disputes between schools and parents.</p>	<p>Please ask your school for what is called <i>Procedural Safeguards</i> or go to <a href="http://www.ped.state.nm.us/seo/library/pa-rentrights.pdf">http://www.ped.state.nm.us/seo/library/pa-rentrights.pdf</a></p>
<p><b>School administrator</b></p>	<p><b>If you cannot achieve satisfaction by working with the school principal, or if your concern is about a school administrator</b>, then we suggest that you write to the local Superintendent of Schools and/or the school board. Again, state the problem, describe the steps you have taken to address the problem, propose a positive solution, and request that the district respond to you in writing. If your child attends a charter school, then this letter should be written to the school's governing council.</p>	

<b>Local district or charter school policy and/or operations</b>	<b>If you have questions or concerns about local district or charter school policy, operations, and programs</b> , then you can often find the school board's policies on the district's website. Please go to <a href="http://www.ped.state.nm.us/admin.personnel/DistrictPolicies.html">http://www.ped.state.nm.us/admin.personnel/DistrictPolicies.html</a> . Or, you may contact the district or charter school and ask for a copy. The local school board develops and approves the district's policy, so concerns about the district's policy need to be directed to the school board office. If you have questions about charter school policy, please write to the school's governing council.	District Policy Library <a href="http://www.ped.state.nm.us/admin.personnel/DistrictPolicies.html">http://www.ped.state.nm.us/admin.personnel/DistrictPolicies.html</a>
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In any event, our experience has demonstrated that you will find resolution by following a problem-solving process at the local level and going to the individuals there who have the authority to make decisions. In addition, the PED's Quality Assurance Bureau assists parents, school staff, or community members who have questions and concerns regarding local implementation of education laws and rules. This Bureau can connect parents and others with the appropriate person at the district level or within the community who can best address their concerns. For assistance, please call the Help Desk at 505-827-4296.