

WKHS Response to Parent/Guardian and/or Student Concerns/Complaints

Different types of concerns and how they are directed:

- If the concern is for the safety of a student or regarding physical harm, administrators are alerted to this emergency and the county's children and family services may become involved. Administrators follow established procedures to investigate and secure the wellbeing of the student.
- If the concern pertains to sexual harassment, building administrators investigate and consult with school district officials as well.
- If a student is experiencing an emotional crisis, school counselors offer the first intervention and support, though the concern could escalate to administrators.
- If a student is facing a family crisis, mental health specialists in our building are available to meet with and counsel students, and then have the option to implement more support.
- Concerns about academics can be directed to teachers, counselors, the IB Coordinator and assistant principals for more information or action.
- Concerns about teachers are directed to the administrator who evaluates that teacher.
- Concerns about academic dishonesty go to the administrator assigned to the student.
- Concerns about student behaviors are directed to the administrators in charge of student services.
- General questions or complaints are addressed by administrative assistants first and then forwarded to administrators.
- Concerns about disability services can be addressed by teachers, case load managers or administrators.
- Concerns about the building and facilities go first to an administrator and then can be forwarded to the district's Facilities Management Department.

Procedures for addressing concerns:

- The concern recipient should ask questions, investigate, gather data, interview students and staff, verify with video or additional data
- Follow crisis procedures if appropriate
- Make a decision for the educational process to continue, inform those involved
- Communicate with the district office as necessary

Helplines that are linked to our district:

Safe School Hotline 866-871-0926 (Worthington Schools)

Bullying reporting form: <https://www.worthington.k12.oh.us/domain/61>