

# Lake Havasu Unified School District #1

## Guide to Solving Problems and Getting Answers Fast

The Lake Havasu Unified School District has established procedures to effectively and efficiently respond to questions and suggestions from parents and community members. This guide is meant to serve as a resource for parents and community members to identify the district staff that would have the most information to provide answers to questions and concerns. If you have any questions or concerns related to the school district or your child's progress, please do not hesitate to call. The Lake Havasu Unified School District is here to meet the needs of all students, staff, parents and community members.

### **K-8 School and High Schools** (General, Staff, etc.)

- Step 1 - Classroom teacher; if not resolved...
- Step 2 - School Principal; if not resolved...
- Step 3 - Complaint form from District Office
- Step 4 - Director will investigate; if not resolved...
- Step 5 - Superintendent

### **Curriculum Questions**

(State standards, material being taught, textbooks and Materials)

- Step 1 - Classroom teacher; if not resolved...
- Step 2 - School Principal; if not resolved...
- Step 3 - Complaint form from District Office
- Step 4 - Director of Educational Services, if not resolved...
- Step 5 - Superintendent

### **Medical Question and Concerns**

- Step 1 - School nurse; if not resolved...
- Step 2 - School Principal; if not resolved...
- Step 3 - Complaint form from District Office
- Step 4 - Director of Special Services if not resolved...
- Step 5 - Superintendent

### **Transportation** (Bus Stops, Route Problems, Behavior, etc.)

- Step 1 - Transportation office, if not resolved...
- Step 2 - Transportation Supervisor; if not resolved...
- Step 3 - Complaint form from District Office
- Step 4 - Director of Business Service, or Director of Special Services (if 504 or SPED ); if not resolved...
- Step 5 - Superintendent

### **Student Behavior**

- Step 1 - Classroom teacher; if not resolved...
- Step 2 - School Principal; if not resolved...
- Step 3 - Complaint form from District Office
- Step 4 - Director will investigate; if not resolved...
- Step 5 - Superintendent

### **Special Education and Section 504**

- Step 1 - Special Education/General Education Teacher; if not resolved...
- Step 2 - School Principal; if not resolved...
- Step 3 - Complaint form from District Office
- Step 4 - Director of Special Services, if not resolved...
- Step 5 - Superintendent

### **Gifted Education**

- Step 1 - Gifted Classroom Teacher, if not resolved...
- Step 2 - School Principal; if not resolved...
- Step 3 - Complaint form from District Office
- Step 4 - Director of Educational Services, if not resolved...
- Step 5 - Superintendent

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### **Maintenance** (Buildings, fields, etc.)

- Step 1 - Maintenance office, if not resolved...
- Step 2 - Maintenance Supervisor; if not resolved...
- Step 3 - Complaint form from District Office
- Step 4 - Director of Business Services; if not resolved...
- Step 5 - Superintendent

### **Athletics**

- Step 1 - Coach; if not resolved...
- Step 2 - School Principal, if not resolved...
- Step 3 - Complaint form from District Office
- Step 4 - Director will investigate, if not resolved...
- Step 5 - Superintendent

### **After School Activities** (Clubs, etc.)

- Step 1 - Activity Sponsor; if not resolved...
- Step 2 - School Principal; if not resolved...
- Step 3 - Complaint form from District Office
- Step 4 - Director will investigate; if not resolved...
- Step 5 - Superintendent

### **Budget and Finance Questions**

- Step 1 - Director of Business Services, if not resolved...
- Step 2 - Superintendent

### **Facility Usage**

- Step 1 - AA of Educational Services; if not resolved...
- Step 2 - Director of Educational Services: if not resolved...
- Step 3 - Superintendent

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### **Phone Numbers**

- Business Services 928-505-6936
- Educational Services 928-505-6915
- Maintenance Department 928-505-6918
- Personnel / Technology 928-505-6904
- Special Services 928-505-6948
- Superintendent 928-505-6925
- Transportation Department 928-505-6960

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*The mission of the Lake Havasu Unified School District is: to nurture all our children to their fullest potential, to develop their skills in all major aspects of learning, creating lifelong learners who think critically and to engage the entire community in this unity of purpose. -- WE are preparing for tomorrow, one student at a time.*