

PROBLEM RESOLUTION PROTOCOL– WHO DO I CONTACT FIRST?

Hildreth Elementary School

If your child has already been identified as an eligible special education student, refer to the protocol below. You should initiate contact with the first designated person. If not satisfied with the results, contact the next person on the list, and so forth.

For questions about:

- Something occurring in the **General Education Classroom** (including implementation of IEP accommodations)?
 1. **General Education Classroom Teacher**
 2. Susan Frederick, Principal
 3. Heather Montalto, Special Education Coordinator
 4. Marie Harrington, Director of Pupil Services

- **Special Education Services**
 1. **Special Education Teacher/Liaison**
 2. Heather Montalto, Special Education Coordinator
 3. Marie Harrington, Director of Pupil Services

- **Your Child's IEP or to Schedule a Team meeting**
 1. **Special Education Liaison** for your child
 2. Heather Montalto, Special Education Coordinator

- Something that occurred in the **Cafeteria** or during **Recess**?
 1. **General Education Classroom Teacher**, who will refer you to someone else if necessary
 2. Susan Frederick, Principal

- A more **global, non-child specific question** regarding how **special education services** are provided in the school in general?
 1. Heather Montalto, **Special Education Coordinator**
 2. Marie Harrington, Director of Pupil Services

If your child is not currently a special education student:

If you are concerned about your child's performance in school:

1. First speak directly to your child's **Classroom Teacher** about your concerns.
2. Christine Reale, Guidance Counselor
3. Susan Frederick, Principal
4. Special Education Coordinator, Heather Montalto, to discuss other options as necessary.