

## PROBLEM RESOLUTION PROTOCOL– WHO DO I CONTACT FIRST?

### The Bromfield 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. Department Leader:
    - Chris Jones for English
    - Karen Deneen for Social Studies
    - Russ Wass for Math
    - Jennifer Fraser for World Language
  3. James O’Shea, Principal
  
- **Special Education Services**
  1. **Special Education Teacher/Liaison**
  2. Catherine Polis, Secondary Special Education Coordinator
  3. Pam DeGregorio, Director of Special Education
  
- **My Child’s IEP or to Schedule a Team Meeting**
  1. **Special Education Liaison** for your child
  2. Catherine Polis, Secondary Special Education Coordinator
  
- Something that occurred in the **Cafeteria** or **hallway**?
  1. **Guidance Counselor**
  2. Scott Hoffman, Assistant Principal
  3. James O’Shea, Principal
  
- A more **global, non-child specific question** regarding how **special education services** are provided in the school in general?
  1. **Catherine Polis, Secondary Special Education Coordinator**
  2. Pam DeGregorio, Director of Special Education

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. Guidance Counselor
3. James O’Shea, Principal
3. Catherine Polis, Special Education Coordinator to discuss other options as necessary