

**S**teps  
**T**o  
**E**liminate  
**P**roblem  
**S**ituations

**S. T. E. P. S.**

Refers to Montgomery Independent School District's approach to resolving situations which occasionally cause parents, teachers, and students concern.

Resolving those situations quickly and to the satisfaction of all parties is beneficial to the children and the educational program.

The steps 1-4 shown below are the quickest and best methods for reaching satisfactory solutions. Please use them should you ever encounter a situation in Montgomery I.S.D. which is a concern to you.

Athletic Director .....	276-2400
Business & Finance .....	276-2000
Child Nutrition (Meals) .....	276-2000
Curriculum & Instruction .....	276-2140
Human Resources .....	276-2000
Maintenance/Custodial .....	276-2360
Keenan Elementary .....	276-5500
Lincoln Elementary .....	276-5600
Lone Star Elementary .....	276-4500
Madeley Ranch Elementary .....	276-4600
Montgomery Elementary .....	276-3600
Stewart Creek Elementary .....	276-3500
Montgomery Jr. High .....	276-3300
Oak Hills Jr. High .....	276-4300
Lake Creek High School .....	276-4000
Montgomery High School .....	276-3000
Special Education .....	276-2460
Superintendent .....	276-2000
Transportation .....	276-2300
Technology .....	276-2500

**CONTACT THE APPROPRIATE STAFF MEMBER**



The most direct route to resolving a concern is to confer directly with the person involved, whether it is a teacher, coach, or bus driver, etc. Over 95% of the concerns are resolved at this level.

**CONTACT THE PRINCIPAL**



A professional educator is in charge of each campus and is responsible for concerns that may arise from the school's operation. Explanations of policies and procedures, various clarifications and all types of campus information are available from the principal.

**CONTACT THE APPROPRIATE DISTRICT ADMINISTRATOR**



This may be the Director of Athletics, Child Nutrition, Human Resources, Transportation, or Special Education; Executive Director for Curriculum; Assistant Superintendent for Administrative Services; or the Superintendent. This step should be taken only when steps one and two have not resolved the concern. Starting at this step will result in your being asked to attempt steps one and two first.

**CONTACT THE SCHOOL BOARD**



After taking steps 1-3 above without resolving a concern, a request in writing for a School Board hearing is step 4. This written request is made through the Superintendent.