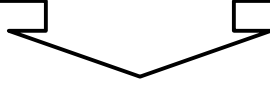


Who do I call when I need help with an question or concern?

Have a question or concern about your child's Individualized Education Program (IEP) or services? First contact the person closest to your child and the issue at hand. This may be a teacher, therapist, or other service provider.

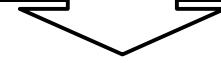
Special Education Teacher Name: _____ Telephone: _____	Service Provider Name: _____ Telephone: _____	Service Provider Name: _____ Telephone: _____
Regular Education Teacher Name: _____ Telephone: _____	Teacher Name: _____ Telephone: _____	Teacher Name: _____ Telephone: _____



If you cannot resolve the issue after attempts at direct, positive communication with this person, contact your child's Team Chair or Liaison. This may be the guidance counselor at the Elementary level or a teacher at the Middle and High school levels. Decide whether your issue requires a face-to-face meeting, or if a telephone call can clarify it. If the Team Chair or Liaison cannot resolve the issue, contact the Team Administrator. Each special education program has a Team Administrator who oversees IEP implementation at one or more schools. At the High schools, the Team Administrator serves as the Special Education Department Head. The Team Administrator can often help troubleshoot problems.

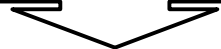
Team Chair/Liaison Name: _____ Telephone: _____
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Team Administrator/Department Head Name: _____ Telephone: _____
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If all other means of communication fail to address your issue, then contact the Director of Special Education.

Quincy Public Schools Director of Special Education Judy Todd 617-984-8743



Contact the Superintendent as a last resort.

Superintendent of Quincy Public Schools Dr. Richard DeChristofaro 617- 984-8700
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Using this chain of command will help ensure that your issues are addressed positively and efficiently! Although we encourage you to first try resolving issues locally, you may use formal dispute resolution options at any time.

Need help finding your contacts? QPAC can help you identify who to contact to help resolve issues with your child's IEP or services. Visit our website for more information: www.quincypac.org!

(Adapted from *Communication Tips for Building Strong Partnerships*, by the PEAL Center)