**Addressing Concerns and Issues**

Steps for Resolution via the HUSD Special Education Department

Higley Unified School District believes that positive and appropriate two-way communication between the school district, schools, parent or community member is a vital component of school-community interaction that enhances student experiences and programming. We believe that most questions and concerns are best resolved through communication with appropriate staff members at each local school or at the district department level. Most issues can be resolved through informal discussions with staff members.

Use the following steps when trying to reach a resolution for your situation:

**Step 1:** Discuss your concern with the school personnel (teacher, office staff, and the direct staff member).

**If necessary, proceed to Step 2.**

**Step 2:** Discuss your concern with the school site administrator (principal, assistant principal).

See the school website directory for contact information.

**If necessary, proceed to Step 3.**

**Step 3:** Discuss your concern with district personnel (contact department secretary to schedule a meeting with district personnel) who are specially trained in dealing with unique needs for students or special services:

Department Secretary: 480-279-7059

(See <http://www.husd.org/Page/4461> for additional information.)

**If necessary, proceed to Step 4.**

**Step 4:** Discuss your concern with the district administrator for special education (contact department secretary to schedule a meeting with district administrator):

Department Secretary: 480-279-7059

(See <http://www.husd.org/Page/4461> for additional information.)

**If necessary, proceed to Step 5.**

**Step 5:** To submit your written complaint or appeal, mail or deliver information to:

**Special Education Department**

Higley Unified School District

2935 South Recker Road, Gilbert AZ 85295

**Phone: (**480) 279.7059 **Fax:** (480) 279.7502

Thank you for working with us to achieve a resolution to your concern.