

Deerfield Community School District

Committed to Excellence and Equity

Parent and School Communication Protocol

Strong communication between home and school is essential to supporting student success. We are committed to responding to parent and guardian questions, concerns, and requests in a timely, respectful, and collaborative manner.

Response Expectations

- School staff will acknowledge or respond to parent and guardian emails, phone calls, or messages within **24–48 school hours** (Monday through Friday when school is in session).
- Some questions may require additional time to gather information or speak with others. If a complete answer cannot be provided within 24–48 school hours, staff will acknowledge the communication and provide an estimated timeline for a follow-up response.
- If it is an urgent issue that needs immediate attention, please call the main office.

Communicating with the Appropriate Person

To ensure concerns are addressed efficiently, parents and guardians are encouraged to contact the staff member who is most directly involved with the situation (such as the classroom teacher, coach, or advisor) before contacting an administrator, whenever appropriate.

When Multiple Staff Members Are Included

At times, parents and guardians may copy multiple staff members and/or an administrator on the same email. In order to have efficient and effective communication:

- The **staff member who is most directly responsible for or has the closest knowledge of the situation** will provide the primary response.
- Other staff members who are copied on the email may not respond separately unless additional information or clarification is needed.
- Administrators who are copied on an email will generally allow the appropriate staff member the opportunity to respond first. The administrator will become more directly involved if additional assistance, clarification, or problem-solving is needed.

For additional reference, please see the Whom Should I Contact section in the parent/student handbook or visit [Board Policy 9130](#).