

OFFICE OF THE CMSD OMBUDSMAN

Support for Families in Resolving Issues at your School

School Office Hours

All CMSD school offices are open during school hours for phone calls, scheduled visits, and for any school-related business. For issues or concerns at the school or District level, follow the steps below to ensure a resolution.

Resolving School-Related Issues

Your child's teacher, principal and school staff is best positioned to support your needs or direct you to someone who will further assist.

RECOMMENDED STEPS:

STEP #1: Email your teacher and/or school principal

Our customer care protocols ensure that families can expect a response within 24 hours. If a meeting is required, the principal or his/her designee will schedule and confirm a meeting date and time with detailed instructions.

STEP #2: Call your school office

If you are unsuccessful in reaching your child's teacher or principal, call the school office for support.

STEP #3: Call the Ombudsman's Office at 216.838.0090

The Ombudsman assists families that are unsuccessful in getting an issue resolved in Step #1 or Step #2. We will work cooperatively with families and caregivers, school staff and community partners to help resolve disputes.

Use STEP #3 only when:

- your efforts to resolve an issue at the building level have been exhausted.
- you feel strongly that your concern or issue requires mediation.
- you believe that a school or District policy has been violated.

Resolution Tips for Success	
Contact the Person Directly	Begin the process by sending an email request to the person with whom you disagree or have a concern.
Be Organized	Prioritize a list of questions and key points to share.
Stay Calm	Take a deep breath. Focus on the problem, not the person.
Do Not Attack	Stick to the facts and make your concerns clear and concise.
Stay Flexible	Recognize that problems can be resolved in more than one way.
Keep Records	Save copies of correspondence, forms, names and dates of persons you have contacted.