Brookfield Public Schools

“Create Your Tomorrow”

Communication Protocol

Who do I contact with a concern?

Coherence of Communication

In alignment with our Strategic Coherence Plan, District Implementation Plan and District Communication Plan, we have developed this District Communication Protocol.

It is important in any organization that all parts of the system function together to make the enterprise run efficiently.

Sometimes, due to a lack of uniformity in communication, what begins merely as a concern can rise up to an issue and then elevate into a full-blown problem, often due to a lack of knowledge or information.

In any professional organization, bypassing levels in the communication chain often complicates matters and extends the timeline for resolution. If an individual brings a concern to anyone in the chain, out of sequence, the concern should be sent back to the proper level for adjudication.

For contact information for persons listed in the Chain of Command, please visit our website:

www.brookfieldps.org
On Matters Involving Curriculum & Instruction in Grades K-4

The communication protocol or chain of command that should be followed is:

**Protocol includes a Case Manager and the Director of Special Services for resolution of concerns for students receiving special education services.**

www.brookfieldps.org
On Matters Involving Curriculum & Instruction in Grades 5-12

The communication protocol or chain of command that should be followed is:

Teacher or Case Manager → Guidance → Department Head (HS only) or Curriculum Coordinator → Assistant Principal → Building Principal → Assistant Superintendent or Director of Special Services** → Superintendent

**Protocol includes a Case Manager and the Director of Special Services for resolution of concerns for students receiving special education services.
On Matters Involving Facilities/Buildings/Grounds

The communication protocol or chain of command that should be followed is:

1. Principal or Assistant Principal
2. Director of Finance and Operations
3. Superintendent

www.brookfieldps.org
On Matters Involving Transportation-Routing Issues
(or items left on the bus)

The communication protocol or chain of command that should be followed for Regular Transportation is:

Transportation Coordinator → Director of Finance and Operations → Superintendent

The communication protocol or chain of command that should be followed for Special Transportation is:

Director of Special Services → Superintendent

www.brookfieldps.org
On Matters Involving Special Education and/or Pupil Personnel Services PreK-12

The communication protocol or chain of command that should be followed is:

Special Education Teacher or Case Manager → Special Education Department Head at School → Principal/Assistant Principal → Director of Special Services → Assistant Superintendent → Superintendent

www.brookfieldps.org
On Matters Involving Student Discipline
(including bus discipline)

The communication protocol or chain of command that should be followed is:

Teacher or Case Manager → Assistant Principal → Principal → Superintendent

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On Matters Involving Athletics/Co-Curricular Activities

The communication protocol or chain of command that should be followed is:

- Coach
- Athletic Director
- Assistant Principal
- Principal
- Superintendent

Activity Sponsor or Advisor

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