



Who To Call in 2017-2018

Over the course of a school year, every parent will have occasions where they need to contact the school about one concern or another. Sometimes this may be just a matter of getting some information, and sometimes it has to do with voicing a concern. **The entire process is streamlined when we contact the right person for the right reason.** When a parent brings a concern to our attention, we will try to address it to the best of our ability, and if we cannot solve the problem ourselves, then we will try to refer you to the person who can. It is always **best to approach the person closest to the problem** in order to address the issue quickly and involve as few people as possible. Move up the chain of command and involve others only if necessary. This is what we mean by following the Matthew 18 principles. (Matthew 18:15-17 speaks specifically about sin but can have wider application.)

Here's a quick run-down of "Who To Call" at ACS:

1. **General Information:** The weekly **JAR** has times and dates about upcoming events; **RenWeb** has grades and homework; and the school website (**www.algomachristian.net**) has policies, program information, handbooks, and calendars. Check these places first for general information. If the information is not there, please call the office to speak with one of the **Secretaries: Denise Hammerstrom, Barb Teis, or Morgan Kehoe.**
2. **Academic & Behaviour Issues:** The best source of information about your child and his or her program is your child's **Elementary Grade Teacher** or **Secondary Subject Teacher.** They can tell you about the design of the program and the general expectations for your child as well as the details about specific assignments. Teachers are also the best place to turn first if your child has misbehaved or is experiencing conflicts with another student. For serious or repeated concerns in these areas, contact the **Dean of Students, Dave Berg,** or the **Superintendent, Dr. Hazeltine.**
3. **Athletics & Sports Programs:** For questions regarding our PE classes or intramural sports, contact our **PE Instructor, Derek Delgado.** For questions about the extra-curricular sports teams and games, contact our **Athletic Director, Tim Quinlan.**
4. **High School Student Program:** For assistance with the secondary academic program and course selection, contact our **Guidance Counselor, Sherri VanderMeulen,** for information on grades, and transcripts, contact our **Office Manager, Amy Russell.**
5. **Financial Issues:** Please call **Nicki Mollien,** our **Bookkeeper,** for concerns regarding tuition payments, financial aid, donations, and receipts.
6. **Fundraising & Friendraising Activities:** Questions or ideas related to fundraising, advertising, public relations, alumni relations, and student recruitment should be directed to **Chris Ouwinga,** our **Development Director.**
7. **Facilities & Transportation:** Concerns or suggestions about the facilities or bussing should be directed to **Rick Russell,** our **Facilities & Transportation Manager.**
8. **Policy & Program:** Any concerns or questions about the overall program of the school or about school policies should be directed to **Dr. Hazeltine.**
9. **Teaching:** If you have concerns about the instruction or conduct of a specific teacher that you feel cannot be addressed one on one with that teacher, then speak to **Dr. Hazeltine.**
10. **Serious Matters:** Any concern which cannot be resolved through the above means or that might cause you to consider not returning for another year should be taken up with **Dr. Hazeltine.**
11. **Superintendent Decisions:** Parents may appeal a decision of the Superintendent to the Board by sending a letter to the **Board President, Zach Eshbach,** who will determine whether the concern should be referred to the Board or addressed by Administration.

If you are still not sure who to call, contact the **Office Manager, Amy Russell,** and she will assist you.