Advocating for Your Child: A Problem-Solving Checklist

If you have a school-related problem, we want to help solve it. Every school should have a handbook that describes the procedures for resolving problems in the school. If you need additional help, please call the individuals or offices below in the order listed. If possible, provide a written description of your problem. Write down the name of everyone you speak with and keep all documents and letters related to your problem.

Issues Affecting Your Child’s Learning

1. Teacher
2. Principal or Headmaster
3. Academic Superintendent

General School Issues

1. Principal or Headmaster
2. Operational Leader
3. Operational Superintendent

School Governance (Parent & School Site Councils)

1. Principal or Headmaster
2. Office of Engagement, 617-635-7750
3. Operational Superintendent

Discipline

1. Principal or Headmaster
2. Operational Leader
3. Operational Superintendent

Safety

1. Principal or Headmaster
2. Operational Leader
3. Operational Superintendent
4. BPS Safe Schools and Bullying Prevention Hotline, 617-592-2378

Transportation

1. Principal or Headmaster
2. Transportation Department, 617-635-9520 or schoolbus@bostonpublicschools.org

Attendance

1. Teacher
2. Student Support Coordinator
3. Principal or Headmaster

School Assignments, Transfers, Waiting Lists, and Residency

1. Welcome Services Hotline, 617-635-9046
2. School Assignment & Registration, call or visit a Welcome Center
3. Appeals concerning residency policy: Ombudsperson, 617-635-9054

REMEMBER: Principals and headmasters cannot make or change school assignments or guarantee that your child can attend a certain school.

English Learner Issues

1. Teacher
2. Principal or Headmaster
3. Newcomers Assessment and Counseling Center, 617-635-1565
4. Office of English Learners, 617-635-9435

Special Education Issues

1. Teacher
2. Principal or Headmaster
3. Special Education, 617-635-8599

Do you still need help resolving a school issue? Contact the BPS Ombudsperson.

The Ombudsperson will listen to you and work with you to resolve your problem. The four principles that inform the work of the Ombudsperson are neutrality, independence, confidentiality, and informality.

617-635-9054 or 857-891-1363