

Checklist



Informal Process



- Contact the District staff member closest to the concern.

- If issue or concern is not resolved, contact the campus principal or supervisor in charge.

- If the issue or concern is still not resolved, you may contact the Parent and Patron Assistance Center either by phone at **281-396-2441** or e-mail at: parentpatronassistance@katyisd.org.

- The Parent and Patron Assistance Center will investigate your concern and report its findings back to you as soon as possible.

- If after receiving the information you still do not have a resolution acceptable to you, the next step is the Formal Concern/Complaint Process: see Katy ISD Board Policy FNG (Local) or GF (Local) at www.katyisd.org.

Need More Information?

Check us out on the Web at www.katyisd.org

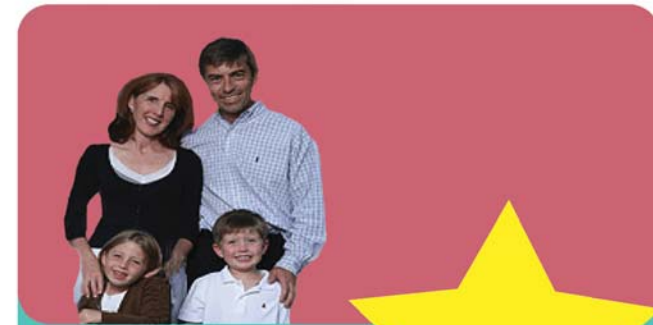


Contact Information

Doreen Martinez
Coordinator
Parent and Patron Assistance Center

- 281-396-2441
- 281-644-1849
- parentpatronassistance@katyisd.org
- www.katyisd.org

Revised March 2009
© Katy ISD



Parent & Patron Assistance Center

Dedicated to helping Katy ISD parents and the community.



Katy I.S.D.
6301 South Stadium Lane
Katy, TX 77494
281-396-6000

Parent and Patron Assistance Center (PPAC)



The PPAC is a confidential resource responsible for serving the Katy ISD community in helping address concerns, complaints, conflicts and other school-related issues in an informal manner. The office is available to listen to and analyze problems; identify and explain relevant District policies and procedures; and explore options for Katy ISD parents and patrons. The office exists to serve the Katy ISD community as a way to support the District's commitment to fundamental fairness and customer service.



We can help you with:



Enrollment

- ★ Help parents understand and comply with enrollment procedures
- ★ Direct parents to appropriate staff for special enrollment considerations and for student services needs
- ★ Make recommendations to the superintendent for improvement



- ★ Help parents identify assistance agencies
- ★ Connect parents with district special services
- ★ Coordinate parent training programs



Facilitate parent relations with the District for the purpose of improving student academic experiences and performance

Conflict Resolution



Listen to parents/patrons



Help parents/patrons understand and navigate district policy and procedures for addressing any concerns they may have regarding student academic performance or disciplinary actions



Connect parents to the staff member in the best position to address their concern



Assist parents with concerns that are unable to be addressed at the campus-level



Serve as a "finder of fact" on behalf of the superintendent for issues beyond authority of the campus administrator or department director