Area Resolution Requests Process Map

Constituent contacts PGCPS with a concern/inquiry via the

- School
- Area Office
- Board Office
- Superintendent's Office

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Constituent completes Area Services Request (ASR)

- ASR is located on the Area 2 website and can be accessed from home, at schools, and at any computer.

Specialist will work with Constituent to resolve issue and documents the resolution on the Area Services Request

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If the issue is not resolved at the school/department level, the Specialist will collaborate with the Instructional Director (ID) to determine next steps.

If the constituent is not satisfied with the resolution, they will be advised of any appeal rights.