

# We're here to help.

## How to Get the Support You Need in PGCPS

PGCPS encourages families to begin with the appropriate school and district staff first *before* contacting the Ombudsman, Superintendent, or Board of Education. Addressing concerns at the source often leads to faster, more effective resolutions. If an issue remains unresolved after following the steps below, you may submit an online ticket to the Ombudsman; all official updates will be provided directly through that ticket.

# 1

### **Classroom Teacher**

**Best for:** Grades, classroom behavior, or assignments.

# 2

### **School Counselor/AP**

**Best for:** Scheduling, social-emotional issues, or discipline.

# 4

### **Area Offices**

(Instructional Specialists, Instructional Director & Associate Superintendent)

**Best for:** Grades, classroom behavior, or assignments.

# 3

### **Principal**

**Best for:** School-wide policies and unresolved staff issues.

# 5

### **Ombudsman Office**

**Best for:** Neutral mediation and navigating complex disputes.



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