PRINCE GEORGE'S COUNTY BOARD OF EDUCATION
Prince George's County Public Schools
www.pgcps.org

HOW TO

Address Questions and Concerns

A guide for Parents and Guardians

Parents are encouraged to direct their concerns to the persons most closely involved. However, when initial contacts fail to provide resolution, a parent may file a formal complaint and seek review at a higher administrative level.

TYPE OF CONCERN	STEP 1	STEP 2	STEP 3	STEP 4
Academic Concerns	**Classroom Teacher** **Professional School Counselor**	**Principal** **Assistant Principal**	**Zone Office or** **High School Consortium**	
Administration Concerns & Policy/ Procedures	**School Administration & Support Team** *(Pupil Personnel Workers, Parent Liaisons)* • Assistant Principal • Principal	**Division of Student Services**	**Zone Office or** **High School Consortium** • Instructional Specialist • Director • Executive Director	
Health and Medical Concerns	**Professional School Nurse** (School Based)	**Nurse Manager of School Zone**	**Health Services Specialist for School Zone**	**Supervisor of Health Services**
Special Education Concerns	**Classroom Teacher**	**Principal** **Assistant Principal**	**Assistant Supervisor for Compliance** **Executive Director**	**Compliance Officer** **Director of Special Education**
Guidance • College Admissions • Family Concerns • Social/Emotional Concerns • Student Transcripts	**Professional School Counselor**	**School Administration & Support Team**	**Division of Student Services**	**Zone Office or** **High School Consortium**
School Staff Member Concerns	**School Administration & Support Team**	**Zone Office or** **High School Consortium**		
Transportation	**School Administration & Support Team**	**Transportation Office**	**Zone Office or** **High School Consortium**	
LEVELS OF APPEALS				
Short Term Suspension Review	**Pupil Personnel Worker**			
Long Term Suspension	**Principal** *(requests suspension over 10 days)*	**Pupil Personnel Worker** *(holds suspension conference)*	**Appeal to Board of Education**	
Expulsions	**Principal** *(requests expulsions)*	**Superintendent's Designee** *(holds expulsion conference)*	**Appeal to Board of Education**	
Tuition Waivers	**Office of Pupil Accounting and School Boundaries**	**Office of Appeals**	**Board of Education**	**State Board of Education**
TRANSFERS				
Before & After Care	**School Administration & Support Team**	**Office of Student Records and Transfers**	**Office of Appeals**	**Board of Education**
General Transfer	**Office of Student Records and Transfers**	**Office of Appeals**	**Board of Education**	

IMPORTANT TELEPHONE NUMBERS

Academics	301-952-6280
Adult Ed./Evening HS	301-985-2126
Alternative Educational Options	301-985-2126
Appeals	301-952-6196
Before & After School Care	301-408-5593
Board of Education Office	301-952-6308
Bus Transportation	301-952-6570
Career & Technology Education	301-749-4519
Child Find	301-808-2719
Choice/Option Schools	301-925-2392
Council of Prince George's County PTAs	301-408-5539
Early Childhood Support (PreK - K)	301-808-4000
English for Speakers of Other Languages (ESOL) Prog.	301-445-8450
Enrichment & Specialty Programs	301-952-6044
Family & Community Outreach	301-925-2531
Guidance Services	301-567-8670
Head Start	301-408-7100
Health Services	301-749-4722
Homeless Programs	301-925-2482
International Student Guidance Office	301-445-8460
New Schools & Charter Schools	301-952-6010
Pupil Accounting & School Boundaries	301-952-6300
Pupil Personnel Services	301-567-8669
Psychological Services	301-431-5630
Security Services	301-499-7000
Special Education	301-817-3142
Student Affairs/Safe & Drug Free Schools	301-749-4426
Student Services	301-952-6384
Student Records *(Copies of diplomas, graduation verification)*	301-952-6366
Student Transcripts	301-952-6024
- Currently enrolled	your school's number
- Alumni	301-952-6024
Student Transfers	301-952-6366
Summer School Programs	301-985-2126
Superintendent's Office	301-952-6008
Test Administration	301-430-5801
TTD Services/Hearing & Speech Impaired	301-952-6068

Executive Directors Offices

High School Consortium	
(all inquiries regarding your high school)	301-583-1600
Zone 1	301-749-5238
Zone 2	301-618-4540
Zone 3	301-618-4810
Zone 4	301-372-3431
Zone 5	240-264-1700
Zone 6	
Zone 7	

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