

Where Do I Start?

COMMUNICATIONS GUIDE FOR FAMILIES

The Elk Grove Unified School District is committed to providing clear, timely information about your child's education. Most issues can be resolved at the school level with respectful, direct communication. Follow the steps below to address your concern.

1

Your Child's Teacher

- For questions about your child or their learning, contact their teacher directly.
- If you don't receive a response within 48 hours, or if the issue isn't resolved after discussion, move to the next step (Step 2).



2

Your School's Front Office

- Contact the front office first. They will direct you to the right person, such as the school counselor, vice principal, or principal. Call, email, or stop by the school office to set up an appointment.



3

District Administrator

- When matters are not resolved at the school site, district administration may need to assist you. Contact Elementary Education (PreK-6th) at 916.686.7704 or Secondary Education (7th-12th) at 916.686.7706. You will be directed to the right person to address your concern.

