

District Appeals Process
Updated January 30, 2023

It is the goal of the staff and administration of Charlotte Public Schools to answer questions or deal with student/parent concerns as quickly and efficiently as possible. If a problem or a concern arises, please contact the employee who is most directly involved with the issue. If you are not satisfied with the information received, please follow the “chain of concern” as listed below.

Question or Concern	Step #1	Step #2	Step #3	Step #4	Step #5
Athletic Concern	Coach	Director of Athletics & Recreation	Principal	Superintendent	Board of Education
Aquatics Concern	Aquatic Center Supervisor	Director of Athletics & Recreation	Superintendent	Board of Education	
Building / Facility Maintenance Concern	Principal / Department Supervisor	Building & Grounds Supervisor	Associate Superintendent Business & Operations	Superintendent	Board of Education
Business Concern	Accounting Supervisor	Associate Superintendent Business & Operations	Superintendent	Board of Education	
Childcare Concern	Childcare Supervisor	Associate Superintendent Curriculum & Instruction	Superintendent	Board of Education	
Employment Concern	Human Resources Supervisor	Superintendent	Board of Education		
Instructional Classroom Concern	Teacher	Principal	Associate Superintendent Curriculum & Instruction	Superintendent	Board of Education
Policy Concern	Superintendent	Board of Education			

Recreation Concern	Assistant Director of Athletics & Recreation	Director of Athletics & Recreation	Associate Superintendent Business, Operations	Superintendent	Board of Education
School Nutrition Concern	School Nutrition Supervisor	Associate Superintendent Business & Operations	Superintendent	Board of Education	
Student Disciplinary Concern	Teacher	Assistant Principal/Dean	Principal	Superintendent	Board of Education
Technology Concern	Helpdesk@charlottenet.org	Technology Supervisor	Associate Superintendent Curriculum & Instruction	Superintendent	Board of Education
Transportation Concern	Bus Driver	Transportation Supervisor	Associate Superintendent Business & Operations	Superintendent	Board of Education