



WHO DO I CONTACT?

Information for families on communicating with schools and getting support for their students.



Communicating With Your School

For a School Issue

(academic or behavior concerns)

01

Brief Email

Teacher or coach/sponsor

02

10-Minute Phone Call

Teacher, coach/sponsor or counselor

03

20-Minute Conference

Teacher, coach/sponsor, counselor, dean or administrator

04

Email, Phone Call or Conference

Principal's designee or Principal

05

Email, Phone Call or Conference

Department of School Leadership: Elementary, Middle School or High School Director or Executive Principal

06

Email, Phone Call or Conference

Superintendent or designee



Communicating About a Discipline Concern

Who do I Contact?

Assistant principal or principal via E-mail or phone call.

To learn more about student behavior, rights and responsibilities, read the [Student Rights and Responsibilities Handbook for Families and Student Code of Conduct](#).

Learn more about the [Loudoun County School Board](#).

Offer feedback on [School Board policies](#).

For assistance with understanding more about how to find resources in the school system, including appeal processes, reach out to the Ombuds, an independent resource who can advise you on next steps. 571.252.2447, ombuds@lcps.org.

It's easy to contact us! Simply look for the Let's Talk Contact Us pop out on the right side of the website to ask a question or share a concern. If needed, you can enter the formal complaint process at: <https://www.lcps.org/o/lcps/page/lcps-comment-and-complaint-form>

Extra School Support For:	Who Do I Contact via Email or Phone?
Special Education	Special education case manager. Dean/department chair. Assistant principal. Parent Resource Services: 571.252.6541. Preschool Child Find Center for preschool developmental screenings: 571.252.2110
Mental Health	School Counselor. Unified Mental Health Team. Assistant principal. www.lcps.org/SMHS
Immunizations or Health	Your School's Health Office
English Learners	Teacher or counselor or parent liaison. If new to LCPS: Welcome Center (571.252.1680) or your school's Registrar. Contact the Division of English Learners: 571.252.1390 or www.lcps.org/el .
New to LCPS	Welcome Center: For students new to LCPS and English Learners. (571.252.1680) School registrar or school counselor. Contact the Division of English Learners: 571.252.1390 or www.lcps.org/el .
Attendance	School Attendance Administrator
Graduation Requirements	School Counselor. Both Standard and Advanced Studies Diplomas require 22 course units and 5 verified credits.
Family Engagement	Families, community and businesses come together to support schools and students to drive academic and personal success. To learn more about how to support LCPS please visit www.lcps.org/FACE .