



Frequently Asked Questions

WHAT IS THE OFFICE OF THE OMBUDSMAN?

Under the direction of the Board of Education, the CEO established the Office of the Ombudsman. The Ombudsman serves as an intermediary party that seeks to resolve school and school-system issues of concerns from students, parents, and the public before complaints escalate to costlier, formal dispute resolution processes such as arbitration, hearings, etc. Employees of the school system work in cooperation with the Ombudsman. As a neutral party in facilitating resolutions, the Ombudsman hears and discusses the presenting concern and after determining the need, communicates and clarifies concerns to appropriate PGCPS staff members and helps all parties find acceptable options and solutions.

WILL MY CALL TO THE OMBUDSMAN BE CONFIDENTIAL?

Yes. Absolutely, unless your concern involves the safety of others or yourself. You may contact the Office of the Ombudsman at 301.808.8315.

WHOM DOES THE OMBUDSMAN ASSIST?

Anyone, parents, guardians, students, Prince George's County residents and school staff members can contact the Office of the Ombudsman to discuss or seek assistance in resolving a school or school-system related problem, concern, or complaint by phone, in writing, or by email. All inquiries and requests will be handled with professionalism with guaranteed confidentiality.

Although the Ombudsman is available to answer questions regarding formal appeals and personnel matters, the Ombudsman generally does not intervene in such cases.

WHAT PROCESS SHOULD I USE TO GET MY COMPLAINT HANDLED AS QUICKLY AS POSSIBLE?

To expedite a resolution to your concern or complaint please visit our How to Address Concerns page to learn about the resolution process and how you may contact appropriate offices and individuals to assist you.

Complaints involving a school-based personnel:

Contact the principal and attempt to resolve the problem informally. If the problem cannot be handled informally at the school level, the principal can assist you in submitting a formal complaint, that, if necessary, can be appealed to the deputy superintendent and/or the CEO and the Board of Education. If you are uncertain about how to proceed, you may contact the Ombudsman for assistance.

MORE INFORMATION

Responding to Inquiries and Complaints from the Public

Complaints involving personnel or issues in non-school departments or offices:

Contact the supervisor of the office or department. If you are unsure about the procedures, you may call the Ombudsman for assistance.

Issues and problems involving Board of Education policies or administrative procedures:

Contact the appropriate office, or call the Ombudsman for assistance.

WHAT IF I FEEL I AM BEING DISCRIMINATED AGAINST?

The Prince George's County Board of Education does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities and provides equal access to designated youth groups.

The following people have been designated to handle inquiries regarding the non-discrimination policies:

Title VI, ADA and Title IX Inquiries:

The EEO Advisor
Employee and Labor Relations
Prince George's County Public Schools
14201 School Lane, Room 208
Upper Marlboro, MD 20772
Office: 240.573.7049

Section 504 Inquiries:

The 504 Program Coordinator
Division of Student Services
Prince George's County Public Schools
14201 School Lane
Upper Marlboro, MD 20772
Office: 301.952.6255
www1.pgcps.org/504

WHAT IF I HAVE ANOTHER GENERAL QUESTION?

If you have questions regarding general information about the school system, contact the Office of Communications at 301.952.6001.

A GUIDE TO ADDRESSING QUESTIONS AND CONCERNS

Type of Concern	Step 1	Step 2	Step 3	Step 4	Step 5
Academic Concerns - Curriculum - Materials of Instruction - Grading Policies	Classroom Teacher	Professional School Counselor Assistant Principal Principal	Curriculum & Instruction	Deputy Superintendent of Teaching and Learning Learning	Ombudsman
Administration Concerns & Policy/Procedures	School Administration (Assistant Principal, Principal) & Support Team (Professional School Counselor, Professional School Nurse, Pupil Personnel Worker)	Instructional Director	Associate Superintendent	Ombudsman	Ombudsman
Guidance - College Admissions - Family Concerns - Social/Emotional Concerns - Student Transcripts	Professional School Counselor	School Administration & Support Team	Division of Student Services and Special Education	Associate Superintendent of Student Services and Special Education	Ombudsman
Health and Medical Concerns	Professional School Nurse (School Based)	Nurse Manager of School Area	Health Services Specialist for School Area	Supervisor of Health Services	
Homeless	Principal	Homeless Office	Office of Appeals	Board of Education	
Special Education Concerns	Classroom Teacher Special Education Teacher Special Education Chair Professional School Counselor	Assistant Principal Principal	Assistant Supervisor for Compliance	Compliance Officer Director of Special Education	
504 Concerns	School Counselor (504 Case Manager)	504 Building Facilitator (Designated Asst. Principal)	School Principal	504 Coordinator	Ombudsman
Transportation	Assistant Principal Principal	Transportation Office	Ombudsman		
Tuition Waivers/Kinship Care	Office of Pupil Accounting and School Boundaries	Office of Appeals	Board of Education		
DISCIPLINE					
Short Term Suspension	Principal (requests suspension of 1-3 days)	Pupil Personnel Worker (review)	Student Services	Ombudsman	
Long Term Suspension/Expulsions	Principal (requests suspension over 3 days)	CEO's Designee (holds suspension conference)	Office of Appeals	Board of Education	
TRANSFERS					
General Transfer or Before & After Care Transfer	Office of Student Records, Transfers, and Archival Services	Ombudsman	Office of Appeals	Board of Education	