



# Arlington

INDEPENDENT SCHOOL DISTRICT

*More Than a Remarkable Education*

## How May We Assist You?

The AISD is committed to providing the best customer service to our students, parents, fellow employees and community partners. No matter how hard we try, a time may come when something in our district doesn't work for you – a time when you question why a certain action was taken or not taken. The following procedure will help resolve your issues:

### Step 1:

Bring your concern to the person closest to the problem. For example, if you have a question about something that happened in your child's classroom, start with the teacher.

### Step 2:

The next level will be to discuss your concern with the person who supervises the individual or department in question. In most cases, this is the principal (additional resources – assistant principal/counselor).

### Step 3:

If you have additional concerns, we want to help you, and we ask that you work with us to resolve issues by contacting the following:

#### Curriculum, Grades

Dr. Marcelo Cavazos  
Deputy Superintendent  
682-867-7300

Karen Hill  
Executive Director of Secondary Instruction  
682-867-7303

Debbie Williams  
Executive Director of Elementary Instruction  
682-867-7227

#### School Transfers

Jimmy Walker  
Assistant Superintendent of Administration  
682-867-7340

Sandy Frederick  
PEIMS Coordinator  
682-867-7217

#### Behavior, Discipline, Attendance

Jimmy Walker  
Assistant Superintendent of Administration  
682-867-7340

Jeanne Muldrew  
Student Services Coordinator  
682-867-7326

#### Employee Concerns

*Administrators:*  
Marilyn Evans  
Assistant Superintendent of Personnel  
682-867-7433

*Elementary Teachers:*  
Linda English  
Director of Elementary Personnel  
682-867-7208

*Secondary Teachers:*  
Rhonda Clark  
Director of Secondary Personnel  
682-867-7210

*Paraprofessionals, Auxiliary Personnel, Substitutes:*  
Rick Tice  
Director of Personnel Services  
682-867-7159