

Toledo Public Schools Offices

Early Childhood.....419-726-4535
Provides support for Preschool, Kindergarten
& Primary Staff

Food Services419-244-8893
Provides breakfast and lunch at our schools.
Call to see if you qualify for reduced lunch
prices.

Student Services.....419-671-8413
Serves students with disabilities.

Transportation.....419-671-8547
Provides transportation services for eligible
students.

General Information.....419-671-8200

John Foley, Superintendent
419-729-8281

Lonny Rivera, Chief of Staff
419-671-8362

Janice Kilbride, Chief Academic Officer
419-671-8422

Diane Irving, Asst. Superintendent,
Elementary 419-671-8224
Dr. Romules Durant, Asst. Superintendent,
Elementary 419-671-8394

James Gault, Asst. Superintendent,
Secondary Education 419-671-8314

Toledo Public Schools
420 E. Manhattan
Toledo, Ohio 43608

**TOLEDO PUBLIC
SCHOOLS
Of Learning**



**Ombudsman
Services**

Pastor Cedric Brock

Thurgood Marshall Building

Room 112

420 E. Manhattan Blvd.

Toledo, Ohio 43608

Phone: 419-671-8247

Fax: 419-671-8309

Email: cedric.brock@tps.org

HOW CAN I HELP YOU?

Ombudsman/'om-budz-man/: one who investigates reported complaints that have not been resolved at the building level, reports findings and helps achieve equitable settlements.

If your issue involves a teacher or school, first contact the teacher or principal to try to resolve the matter with the people most directly involved in the case. Most concerns can and should be resolved at the building level.

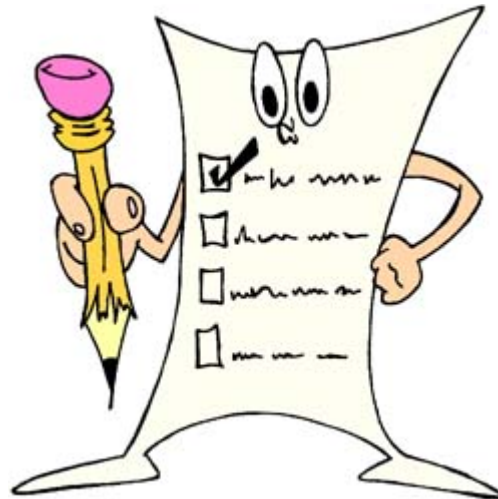
If your issue cannot be resolved at the building level, I will assist you to expedite action/resolution.

Toledo Public Schools uses a team approach when responding to your concerns. This team approach means you and the Toledo Public Schools' staff will work together to resolve your issue/concern. We can do this on the telephone, in our office, or at the school building. We believe parental involvement enhances the learning process. We want your children to be successful.

DO YOU NEED THE OMBUDSMAN?

To determine if you should contact the ombudsman, ask yourself the following questions:

- Have I exhausted all of the known contacts to resolve this problem or answer my questions?
- Am I unsure where to turn next?
- Is my concern or issue something that requires negotiation?
- Do I believe there is a school district policy that is unfair or unfairly carried out?



WHAT DO I NEED TO DO?

Before contacting the ombudsman, gather the following information:

- Student name, age, grade and school;
- and/or
- Name(s) of teachers, principal or assistant principal, or other school officials you have already contacted.

In any written correspondence, please describe your complaint and include your name, address and phone number, so that someone may contact you.

If you choose to talk in person, please call ahead to make an appointment so that I can plan to spend time with you and work on your concern.

Toledo Public Schools will continuously try to meet the needs of our families and the community. The Ombudsman Services exists to make the entire school system work better and run more smoothly. We are accessible and accountable to you.