



Frederick Douglass High School
Customer Service Contact List
 Phone: 404-802-3100

Concern	1st Contact	2nd Contact	3rd Contact
Curriculum	Teacher	Instructional Coach	Principal
Discipline	Teacher	Grade Level AP	Principal
Bullying	Teacher	Grade Level Counselor	Grade Level AP
Volunteering	Parent Liaison		
Buses	Ms. Simmons	Grade Level AP	
Parent Workshops	Parent Liaison	Social Worker	
Records Request	Ms. Loretta Smith	Grade Level Counselor	Grade Level AP
Programs/Events	Ms. Parkmon		
Field Trips	Sponsoring Teacher	Department Chair	Grade Level AP
Special Education	Ms. Neal (10 th -11 th); Ms. Nunnally (9 th -12 th)	Grade Level Counselor	Grade Level AP
Gifted & Talented	Ms. Gilliam	Grade Level Counselor	Grade Level AP
Medical	Nurse Ikpainyang	Grade Level Counselor	Grade Level AP
Schedule	Grade Level Counselor	Grade Level AP	
Classroom Concerns	Teacher	Grade Level AP	Principal
Athletics	Team Coach	Athletic Director	Grade Level AP
Food Distribution	Ms. Parkmon	Mr. Stewart	
Academic Support	Teacher	Grade Level Counselor	Grade Level AP
Standardized Testing	Teacher	Ms. McEachern	Principal
Attendance	Teacher	Mr. Ellis	Social Worker
Grades	Teacher	Grade Level Counselor	Grade Level AP
Technology	Dr. Ponder	Grade Level AP	Principal
Parent Portal	Grade Level Counselor	Ms. Loretta Smith	
CUSTOMER SERVICE	Principal		