Navigating the titles of education employees can be confusing if you’re just getting started in the public school system. You might wonder who is in charge of what or who reports to whom. And yet, if you have concerns or questions, you’re most likely to get them addressed by starting in the right place. So where do you start?

To give you a general idea of how the different roles in your school and district fit together, here’s a simplified sketch of the reporting structure.

The teacher reports to the principal, or assistant principal, if there is one. The principal reports to the superintendent, or assistant superintendent, if there is one. The superintendent reports to the district’s school board.

If you have a concern or question, your best bet is always to start with the individual closest to your child—the teacher—before moving up the “chain of command” for more serious issues.