



New York City Public Schools
Kamar H. Samuels, Chancellor
PS/IS 116 Queens The William C. Hughley School
A Community of Learners
107-25 Wren Place
Jamaica, NY, 11433
Telephone: 718-526-4884 Fax: 718-658-5663

DR. TARA MALAGOLI, Principal
ISANNAH WINLEY, Assistant Principal
CLAUDETTE HANSON, Assistant Principal
AKSA MOUGHAL, Assistant Principal
NICOLE DRAGHI, Assistant Principal, I.A.

September 10, 2026

P.S./I.S. 116Q Parent Concern & Complaint Protocols

Communication & Chain of Command Guide

P.S./I.S. 116Q is committed to direct, open, and respectful communication to resolve questions and concerns as efficiently as possible. When an issue arises, please begin with the staff member closest to the situation, as they typically have the most direct knowledge.

Unscheduled Visits & Formal Complaints

If you visit the school without an appointment to log a complaint, please see our Parent Coordinator, **Mr. M. Salamanca**, to complete an official **Parent Concern Form**.

- The form will be routed immediately to the appropriate administrator or staff member.
- If you have not received a response within **48 hours**, please follow up directly with the Parent Coordinator.
- *Note: Official school-based investigations may take up to 3–5 school days to fully resolve.*

Chain of Command: Classroom & Individual Student Issues

(Classroom procedures, student behavior, grades, schedules, etc.)

- **Step 1:** Contact the **Classroom Teacher**
- **Step 2:** Contact the **Parent Coordinator** (*Mr. M. Salamanca*)
- **Step 3:** Contact the Grade-Level **Dean**
 - **Grades Pre-K–2:** Dean Antoine
 - **Grades 3–5:** Dean Lowrey
 - **Grades 6–8:** Dean Cromer



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- **Step 4:** Contact the Grade-Level **Assistant Principal**
 - **Grades Pre-K, 1, 2:** Aksa Moughal
 - **Grades 3, 4:** Isannah Winley
 - **Grades 5, 6:** Nicole Draghi
 - **Grades 7, 8:** Claudette Hanson
- **Step 5:** Contact the **Principal** (*Dr. Malagoli*)

Scheduling an Appointment

Staff Member	Best Contact Methods	Availability
Teachers	ClassDojo, Email, or Written Note	Virtual, phone, or in-person during daily prep periods or mutually agreed-upon times.
Guidance Counselors	Direct Email or Phone	Flexible daily schedules; reach out directly to coordinate.
Parent Coordinator / Main Office	Phone: 718-526-4884	Our Parent Coordinator and Community Associate can assist with scheduling appointments with any staff member.

*If 24–48 hours have passed since you initially reached out and your issue remains unaddressed, please call the Parent Coordinator at **718-526-4884** to request a formal follow-up meeting.*