Charlotte, We Are Listening!

Contact Us: Charlotte, We Are Listening

> **If you have a question,** CMS is ready to help.
>
> **If you have a concern,** CMS is here to support.
>
> **If you have feedback,** CMS values your voice.

Charlotte-Mecklenburg Schools is making it easier than ever to connect with us anytime through Onflo (formerly Let's Talk!), our enhanced platform for communication and community engagement.

Onflo can be accessed directly from our homepage, school websites, and department pages, or by clicking the "Contact Us" button. Simply choose a topic or submit your question, comment, or suggestion. Your message is immediately routed to the appropriate school or department to ensure a timely and accurate response.

Onflo strengthens our commitment to delivering the C.R.O.W.N. Customer Service Experience by providing clear communication, responsive service, and meaningful engagement with every interaction.

Absent? Let us know.(https://www.cmsk12.org/families/attendance/absent)

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At CMS, we are dedicated to:

- Responding promptly to your inquiries
- Resolving concerns with care and accuracy
- Listening and acting on feedback from our families and community

We're listening and we look forward to hearing from you!

Contact Us

Please note: Submissions to Onflo are not monitored 24/7. Any student safety or bullying concerns requiring immediate attention should be reported through the **Say Something Anonymous Reporting System (https://www.sandyhookpromise.org/say-something-tips/)**. For safety emergencies, you may also contact the dispatch center 24/7 at **(980) 343-6030**.

Absent? Let us know.(https://www.cmsk12.org/families/attendance/absent)

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Select a Language English

Contact Us

Connect with CMS

Charlotte-Mecklenburg Schools aims to provide all stakeholders with the CROWN Experience. We are excited to utilize a new customer service tool "Onflo"

Onflo helps us build trust and open the lines of 2-way communication between parents, staff, students, and our community. CMS wants to ensure that we make it easy for you to contact us at your convenience — anytime, anywhere.

With Onflo simply select from the topics, departments and schools below to ask a question, submit a comment, or share a success! Please provide as much information as possible. We value your feedback!

Due to the high volume of tickets currently being received, please submit **one ticket per concern, email, or question**. Submitting multiple concerns within a single ticket may result in delays in processing and response.
Our goal is to respond to all tickets within **two school days**. Thank you for your patience as we carefully review and respond to each submission.

How can we help?

Search Search

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