

Parental Concern Communication Policy

Our goal is to build respectful and effective communication pathways that strengthen trust between parents, students, and staff. This process helps ensure that concerns are addressed at the most direct and appropriate level.

At Pius X High School, we believe in working together to address concerns promptly, fairly, and with mutual respect. When issues arise, the best outcomes often happen through early, direct communication with the person most involved.

In most situations, it is expected that students have already spoken directly with the teacher or staff member to try to resolve the concern. If the issue remains unresolved after that conversation, parents are then encouraged to begin the communication process outlined below.

Following this step-by-step process ensures that concerns are addressed by the people best equipped to help. Skipping steps may unintentionally delay resolution or escalate a concern that could have been handled simply and privately. This approach keeps communication clear, constructive, and respectful for everyone involved.

Step 1: Speak Directly with the Teacher or Staff Member Involved

Most concerns can be resolved quickly through direct communication with the staff member closest to the situation. We ask that parents begin by contacting the teacher, coach, or staff directly involved to seek clarity or resolution.

Step 2: Contact the Counseling Office (if unresolved)

If the concern remains unresolved or if additional support is needed, families should contact the school's Counseling Office. Counselors can help mediate, provide additional context, and connect you to appropriate resources. They will also document your complaint *and the content of your previous conversation* with the teacher / staff member involved.

Step 3: Contact the Assistant Principals (if still unresolved)

If the issue continues, parents are encouraged to reach out to one of the school's Assistant Principals. They can support both families and staff in working toward resolution and clarity.

Step 4: Contact the Principal

If further attention is needed, the next point of contact is the school Principal. The Principal will review the concern, previous communication steps, and any attempts already made to resolve the issue.

Step 5: Contact the Chief Administrative Officer (CAO)

In the rare case that a concern remains unresolved after all school-level communication channels have been followed, the matter may be brought to the attention of the Chief Administrative Officer. The CAO will ensure that the concern has been thoroughly reviewed and responded to appropriately.



Parent Concern & **COMMUNICATION**

We believe students grow when they learn to advocate for themselves. That is why we ask that they speak directly with the teacher or staff member first, before a parent begins the formal communication process below.

STEP 1

Teacher / Staff Member

Start here. Address the concern directly with the person most involved. The goal is clarification and gathering information.

STEP 2

Counseling Office

If unresolved, counselors can support and help mediate or clarify. They can also document the concern and the discussion with the said teacher / staff member.

STEP 3

Assistant Principals

If the issue continues, the assistant principals can support all parties involved so that an efficient and fair resolution is reached.

STEP 4

Principal

If needed, the principal will review the concern and all previous communications that occurred in the first three steps.

STEP 5

CAO

For unresolved concerns, after all school-level steps have been taken, a parent can request the involvement of the CAO.