Addressing Concerns

The division welcomes families and stakeholders to share their feedback, concerns, and questions. Our aim is to collaborate with you to find timely and effective solutions that prioritize your child's best interests. Miscommunication or incomplete information can sometimes lead to concerns, but clarifying the situation directly with those involved often opens the door to successful resolutions. Below, you'll find common topics we assist with, along with recommended steps to connect with the staff member best suited to address your questions and resolve concerns. Contact details are available on the division and school websites.

Classroom & Instruction

1. Classroom teacher; if not resolved...
2. Assistant Principal or Principal; if not resolved...
3. Director of Teaching & Learning or Director of Special Education; if not resolved...
4. Assistant Superintendent of Instruction; if not resolved...
5. Superintendent

Student Behavior, Discipline & Safety

1. Classroom teacher; if not resolved...
2. Assistant Principal or Principal; if not resolved...
3. Director of School Admin. or Director of Student Services; if not resolved...
4. Assistant Superintendent of Instruction; if not resolved...
5. Superintendent

Athletics & Extra-curricular Activities

1. Coach or Activity Sponsor; if not resolved...
2. Athletic Director; if not resolved...
3. Assistant Principal or Principal; if not resolved...
4. Director of School Administration; if not resolved...
5. Assistant Superintendent of Operations or Superintendent

PAGE COUNTY PUBLIC SCHOOLS

Communication with PCPS Employees

It is expected that teachers and staff will respond to emails and other electronic communication within 24 hours but not to exceed 48 hours of receipt. If teachers and staff receive an email or other electronic communication on a Friday after school hours, a weekend or during a school holiday, they are not expected to respond until the first school day following the Friday, weekend, or school holiday. If your matter is urgent, please contact your school directly or the School Board Office at 540.743.6533.

If parents/guardians or students have academic, social, behavioral, athletic, or transportation concerns, they are asked to follow the appropriate lines of communication as outlined in these charts.

Social/Emotional OR Health Concerns

1. School Counselor or Nurse; if not resolved...
2. Assistant Principal or Principal; if not resolved...
3. Director of Student Services; if not resolved...
4. Assistant Superintendent of Instruction; if not resolved...
5. Superintendent

Transportation OR Nutritional Services

1. Bus Driver OR Cafeteria Staff if not resolved...
2. Assistant Principal or Principal; if not resolved...
3. Supervisor of Transportation OR Nutritional Services; if not resolved...
4. Director of Support Services or Assistant Superintendent of Operations; if not resolved...
5. Superintendent