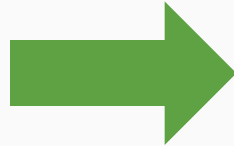


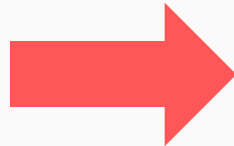
WHAT IF...?

I'm not comfortable speaking to the staff member directly



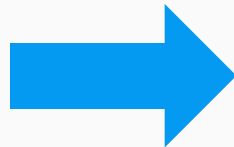
Request a mediated conversation with the level principal or supervisor

we can't reach a resolution



Request a mediated conversation with the level principal or supervisor

the staff member hasn't responded within 2 school days



Send a follow-up email.

I have a question regarding discipline or interactions with other students



Contact the level assistant principal

PARENT/GUARDIAN TOOLBOX

GOAL: INFORM

Give or request information.

FRAMING

Share what you know.
Ask for clarification as needed.

EXAMPLE

My child reported that XYZ happened at school today. Can you tell me more about this incident?

GOAL: EXPRESS

Share your experience in order to create a broader lens.

FRAMING

Share your perspective.
Ask for context to get the full picture.

EXAMPLE

We were surprised to hear about the new policy. Can you explain the rationale for the change?

GOAL: PERSUADE

Request a change.

FRAMING

Share your opinion for why a change is needed.
Offer a suggestion.

EXAMPLE

My student felt embarrassed when the club roster was posted and their name wasn't there. Would you consider emailing students instead of posting a public list?