

Who do I call with a question, concern or compliment?

	Step 1	Step 2	Step 3	Step 4
Academics				
Student Progress (Online Access: Infinite Campus)	> Classroom / Subject Teacher	> HS/MS Counselor	> Building Principal	> Assistant Superintendent for Instruction
Schedules/Placement	> HS/MS/Elementary Counseling Office	> Building Principal	> Assistant Superintendent for Instruction	
Classroom Procedures	> Teacher	> Building Principal	> Assistant Superintendent for Instruction	
Curriculum	> Classroom/Subject Teacher	> Building Principal	> Assistant Superintendent for Instruction	
Athletics	> Coach	> Athletic Director	> Superintendent	
Student Behavior	> Classroom/Subject Teacher	> Building Principal	> Director of Student Services	> Assistant Superintendent for Instruction
School Safety & Educational Climate				
Dignity for All Students Act	> Classroom/Subject Teacher	> Building Principal	> Director of Student Services	> Superintendent
Inclusivity	> Building Principal/Athletic Director	> Director of Equity, Inclusion and Personnel	> Assistant Superintendent for Human Resources	> Superintendent
Budget/Financial	> Building Principal	> Budget Director	> Assistant Superintendent for Business	> Superintendent
Extra-Curricular Activities	> Club Advisor	> Building Principal	> Assistant Superintendent for Human Resources	
Health Issues	> School Nurse	> Building Principal	> Director of Student Services	> Superintendent
District Policies	> Building Principal	> School District Clerk	> Superintendent	
Special Education	> Special Education Teacher/Service Coordinator	> Student Services Teacher	> Building Principal	> Director of Special Education
Transportation	> Driver	> Transportation Director	> Assistant Superintendent for Business	> Superintendent
Building Use	> Visit the Operations/Maintenance/Security Department web page at pittsfordschools.org	> • School Facility: Building Principal • Athletic Facility: Ath. Director	> Director of Operations, Maintenance, Security	> Assistant Superintendent for Business
Buildings/Grounds	> Building Principal	> Director of Operations, Maintenance, Security	> Assistant Superintendent for Business	
Safety & Security	> Building Principal	> Director of Operations, Maintenance, Security	> Assistant Superintendent for Business	> Superintendent
Food Service	> School Lunch Manager	> Building Principal	> Food Service Director	> Assistant Superintendent for Business

About this guide

We want to address your questions and concerns quickly and effectively.

The Pittsford Central School District has developed communication protocols to promote direct, open and respectful interactions so that problems and concerns can be worked out quickly and efficiently while also providing an opportunity to share compliments. The communication protocol starts with the staff member closest to the situation, as that person will usually have the most information. At times, additional personnel are required to resolve specific situations. Appropriate communication channels for a variety of topics are listed here. The District encourages any and all questions from parents and residents regarding school matters.

If your issue has not been resolved after following all of the appropriate steps in the communication protocol, the District Clerk can assist you in contacting the Superintendent's Office, and then, if still unresolved, the Board of Education.

District Clerk:
deborah_carpenter@pittsford.monroe.edu

Contact information on the back.

pittsfordschools.org