

Pathways To Effective Communication

Every organization has an established chain of communication which serves to assist people inside and outside of the organization. A clearly defined pathway also serves to keep all vested parties in the communication loop. The Canastota Central School District, as an organization working with many individuals, strives to maintain an effective and clearly articulated communication pathway.

Concerns:

There are times when individuals have concerns or complaints and need to communicate with the appropriate individual. The following is the established pathway of communication when concerns or complaints arise:

Parent Concerns:

- With Teachers – The first line of communication must be to and with the teacher with whom a parent has a concern. If this has occurred and there is still a concern, then the next step is to speak with the Principal. If the concern is not taken care of at this level it is appropriate to speak with the Superintendent. If, after speaking with the Superintendent, the concern is not addressed it is appropriate to speak with the President of the Board of Education or other Board member.
- With Administrators – The same pathway would be followed except that the starting point would be with the Administrator with whom the concern rests.
- With the Superintendent – The starting point would be with the Superintendent and then the Board of Education.

Teacher → Principal → Supt → BOE

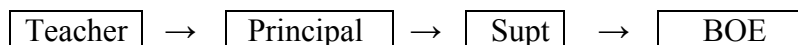
Employee Concerns:

- With Colleagues – Start first with the colleague with whom there is a concern or disagreement. If this is not possible or does not work, speak with the individual's immediate supervisor. If the issue is not resolved or attended to, continue to the next level of supervision.
- With Immediate Supervisor – Attempt first to resolve the problem with the immediate supervisor. If this does not resolve the issue or is not possible, then continue to the next level of supervision.
- With Superintendent –Address the issue first with the Superintendent. If the issue is not resolved or attended to, then contact the President of the Board of Education.

Colleague → Immediate Supervisor or Admin → Supt → BOE

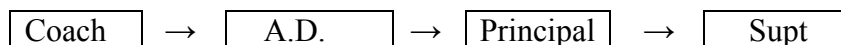
Student Concerns:

- With Teacher – Attempt first to resolve the issue with the teacher. If this does not resolve the issue then contact your Assistant Principal or Principal. It is also appropriate to ask your Assistant Principal or Principal to sit with you to discuss an issue with your teacher if you feel uncomfortable doing so alone.
- With Principal – First attempt to resolve the issue with the Principal. If the issue is not resolved or attended to, then contact the Superintendent to discuss the issue.
- With Superintendent – Attempt first to resolve the issue with the Superintendent. If the issue is not resolved or attended to, then contact the President of the Board of Education.



Athletic Concerns:

- When concerns arise regarding athletics, it is recommended that parents/athletes speak first to their coach to address an issue. If the problem is not addressed at this level, then it is appropriate to speak with the Athletic Director. The process would proceed to the Principal and then the Superintendent.



- **NOTE – For students, trying to resolve an issue with an adult is sometimes intimidating. A student may always have a parent/guardian sit with him/her when addressing concerns with an adult. Depending upon the age of the student, it is encouraged to allow the student to speak for him/herself as this is a skill students will need to develop for adulthood.**

Note For All Groups: In areas of sexual harassment or threats, speaking first to the individual with whom there is a conflict may not be the appropriate decision. In those cases, proceed to the individual's immediate supervisor.

Emergencies

If an emergency arises, the Superintendent, or his/her designee, will be the spokesperson for the District. All information to be released to the media will come only from the Office of the Superintendent.

Notices to parents and community for publication on the District website or through Ed Alert will be authorized only by the Superintendent or Superintendent's designee.

It is the intent and desire of the Canastota Central School District to have clear and effective pathways of communication. When individuals purposely circumvent the path it leaves people out of the loop. This can create confusion and obstacles to clear communication and resolutions. The District sincerely requests that all people follow this procedure for communication.