



COMMUNICATION CONCERNING SCHOOL-RELATED MATTERS

COMMUNICATION PROTOCOL

West York Area School District makes it a priority to address your questions and concerns quickly and effectively. Therefore, WYASD developed communication protocols to promote direct, open, and respectful interactions in order to efficiently address concerns while also providing an opportunity to share compliments.

If you have a concern, inquiry, or suggestion, we want to help. Follow the guide below to make sure you get to the right person so your issue can be resolved promptly. Please allow staff 24 - 72 hours to respond Monday through Friday during regular business hours 8:00 a.m. to 4:30 p.m. You may also email BullDogMail@wyasd.org with concerns of a general nature not mentioned below.

CHAIN OF COMMUNICATION

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 may be 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.

WEST YORK AREA SCHOOL DISTRICT CHAIN OF COMMUNICATION					
Topic/Department	1st Contact	2nd Contact	3rd Contact	4th Contact	5th Contact
<p>Athletics</p> <p>A request, suggestion, or complaint, relating to a matter of District policy on Athletics, procedure, program, operation, or coaching should be addressed initially to the Coach. If a resolution is not achieved, the matter can then be brought to the next higher level of authority.</p>	Coach	Athletic Director	High School Principal	Superintendent	

Topic/Department	1st Contact	2nd Contact	3rd Contact	4th Contact	5th Contact
<p>Curriculum/Classroom Instructional Material</p> <p>A request, suggestion, or concern, relating to a matter of District policy, procedure, program, instructional materials, or Federal Programs should be addressed, initially, to the Classroom Teacher. If a resolution is not achieved, the matter can then be brought to the next higher level of authority.</p>	Teacher	Building Principal	Director of K-12 Education	Assistant Superintendent	Superintendent
<p>Facilities</p> <p>A request, suggestion, or concern, relating to a matter of Buildings and Grounds should be addressed initially to the Building Principal or Athletic Director as noted. If a resolution is not achieved, the matter can then be brought to the next higher level of authority.</p>	Building Principal (buildings and grounds) Athletic Director (fields/stadium)	Supervisor of Buildings and Grounds	Chief Financial and Operations Officer	Superintendent	
<p>Food Services</p> <p>A request, suggestion, or concern, relating to a matter of Food Services should be addressed initially to the Cafeteria Manager. If a resolution is not achieved, the matter can then be brought to the next higher level of authority.</p>	Cafeteria Manager	Director of Food Services	Chief Financial and Operations Officer	Superintendent	
<p>Health Services</p> <p>A request, suggestion, or concern, relating to a matter of District Health Services should be addressed initially to the Building School Nurse. If a resolution is not achieved, the matter can then be brought to the next higher level of authority.</p>	School Nurse	Building Principal	Director of Pupil Services/ Special Education	Assistant Superintendent	Superintendent

Topic/Department	1st Contact	2nd Contact	3rd Contact	4th Contact	5th Contact
<p style="text-align: center;">Personnel</p> <p>A matter specifically directed toward a faculty/staff member shall be addressed initially to the concerned staff member who shall have a discussion with the concerned individual and make every effort to provide a reasoned explanation or take appropriate action within his/her authority. The staff member shall report the matter, and whatever action may have been taken to the Building Principal/Supervisor. If a resolution is not achieved, the matter can then be brought to the next higher level of authority.</p>	<p style="text-align: center;">Faculty/Staff Member</p>	<p style="text-align: center;">Building Principal or Direct Supervisor</p>	<p style="text-align: center;">Human Resources Director</p>	<p style="text-align: center;">Superintendent</p>	
<p style="text-align: center;">Special Education</p> <p>A request, suggestion, or concern, relating to a matter of district or school policy, procedure, program, instructional materials, or Federal Programs related to Special Education Services should be addressed initially to the Classroom Teacher. If a resolution is not achieved, the matter can then be brought to the next higher level of authority.</p>	<p style="text-align: center;">Teacher</p>	<p style="text-align: center;">Principal</p>	<p style="text-align: center;">Director of Pupil Services / Special Education</p>	<p style="text-align: center;">Assistant Superintendent</p>	<p style="text-align: center;">Superintendent</p>
<p style="text-align: center;">Student Matters</p> <p>A request, suggestion, or concern, relating to Student Matters should be addressed initially to the Teacher. If a resolution is not achieved, the matter can then be brought to the next higher level of authority.</p>	<p style="text-align: center;">Teacher</p>	<p style="text-align: center;">Building Principal</p>	<p style="text-align: center;">Assistant Superintendent</p>	<p style="text-align: center;">Superintendent</p>	

Topic/Department	1st Contact	2nd Contact	3rd Contact	4th Contact	5th Contact
<p style="text-align: center;">Transportation</p> <p>A request, suggestion, or concern, relating to a matter of District Transportation Services should be addressed initially to the Transportation Coordinator. If a resolution is not achieved, the matter can then be brought to the next higher level of authority.</p>	<p>Transportation Coordinator (changes or schedules)</p>	<p>Chief Financial and Operations Officer</p>	<p>Superintendent</p>		