



Dear Parent or Guardian,

Thank you for contacting the Office of Catholic Schools and Centers. Our office partners with the 46 Catholic Schools and Early Childhood Centers in the Diocese of St. Petersburg to provide an enriching, faith-filled educational experience.

We believe that resolving conflicts in our school communities begins with frank, honest communication directly with the parties involved (Matthew 18:15-17) using the school's established chain of command. The school principal is generally the ultimate arbiter of student/parent issues at his/her respective school. Given this reality, our office will not respond to parent concerns until parents have attempted to resolve the issue with the principal directly.

Upon parental request, the Office of Catholic Schools and Centers (OCSC) will review situations from a procedural standpoint, ensuring that school personnel followed relevant school policies and had all the appropriate information to make good decisions regarding student matters.

We ask that you complete and return the attached form. Please be sure to include the following:

1. Your attempts to resolve the situation using the school's established chain of command. Please include meeting/communication dates with school staff and principal.
2. Relevant policy from the school's student/parent handbook that you believe has not been followed. Must cite policy and/or page number.
3. Any additional information that was not available to the school staff/principal at the time of the situation in question.

We thank you for choosing a Catholic school for your child's education.

Sincerely,

*Chris Pastura*

Chris Pastura  
Superintendent of Schools

*Dr. Mark Majeski*

Dr. Mark Majeski  
Associate Superintendent

*Dr. Ann Davis*

Dr. Ann Davis  
Associate Superintendent

Date: \_\_\_\_\_

Name of School: \_\_\_\_\_

Name of Parent/Guardian: \_\_\_\_\_

Name of Student: \_\_\_\_\_

Parent/Guardian Telephone Number: \_\_\_\_\_

Contact Email: \_\_\_\_\_

1. **Meeting and Date(s) of communication(s) with school staff and/or principal:**

Method and date of communication, as well as with whom: (list all that apply)

Phone/Zoom & Date(s): \_\_\_\_\_ with: \_\_\_\_\_

Email & Date(s): \_\_\_\_\_ with: \_\_\_\_\_

In-Person Meeting & Date(s) : \_\_\_\_\_ with: \_\_\_\_\_

Briefly summarize your concern and describe your attempts to resolve the situation using the school's established chain of command.

2. List the relevant policy from the Student/Parent Handbook that you believe has not been followed. Must cite Policy and/or Page #.

3. Please add any information that was not available to the school staff/principal at the time of the situation in question.

Please attach any additional documentation, if necessary.

Return form by:

**U.S. Mail:** Office of Catholic School and Centers, P.O. Box 40200 St. Petersburg, FL 33743-0200

**Email:** [ocsc@dosp.org](mailto:ocsc@dosp.org)