

## CHANNELS OF COMMUNICATION

### Addressing Concerns

We want to embrace a positive culture of communication, one that is open, transparent and respectful.

- **If concerns regarding your child arise, your first contact is the teacher directly involved.** In most cases, concerns are easily resolved through direct contact with the teacher. Please do not escalate an issue to the Division Coordinator or Director without first speaking with the teacher concerned.
- If you are not sure who to speak with, or there are extenuating circumstances, contact the Division Coordinator for guidance.
- If the concern continues, contact the Director.

The school will communicate with parents through the use of email, Primary School classroom newsletters, *From the Director's Desk* (our monthly school newsletter), scheduled conferences between school personnel and parents, mid-semester progress reports/semester report cards, and the Quickschools website.

Proper communication among students, parents, teachers, administration is vital to the health of any school. To assist in achieving this objective, the following general procedures are required for all concerned parties:

- 1) When the issue concerns your son or daughter and their work in school, the best person to see is the classroom/subject teacher. An appointment to see a teacher may be made by emailing the teacher directly. Issues of a personal nature or questions about a student's program, his/her overall potential and general progress may also be discussed with the teachers;
- 2) Issues that cannot be resolved through a conference with the personnel mentioned above and questions of a more general nature concerning the operations of the school may be discussed with the Coordinators or if the issue has to do with the school's curriculum, the Curriculum and Learning Director should be contacted;
- 3) Issues that have not been resolved after conferences with the teacher and Coordinator may be taken to the Director who will discuss any questions related to the general operation of the school or school policies. An appointment may be made by calling the Main Office;
- 4) The Director is the executive officer of the Board and is responsible for the organization, operation, and administration of the total school program. Therefore, he/she is the normal channel of communication between the Board and the public. Questions about school policy should be directed to the Director; and

5) Requests for changes in school policy and appeals regarding decisions made by the Director may be addressed to the Board. All communications to the Board should be in writing and should be addressed to the CRIA Board of Directors and delivered to the School Director. The School Director then forwards the communication the Board of Directors.