

## WORKING TOGETHER TO RESOLVE CONCERNS AT SCHOOL

From time to time, we recognize parents/guardians may have concerns that are specific to their child's school experience. GSCS believes that addressing concerns as soon as possible with the classroom teacher, therefore, every reasonable effort should be made to resolve a concern at the school level. For parents (including guardians), most issues would be addressed first with the classroom teacher and, if necessary, the principal.

The following procedures can help guide you through the process.

### 1. Contact your child's teacher

Contact your child's teacher and book an appointment to address your concerns in private. The purpose of this meeting should be to define the concern, clarify the issue, develop an understanding of each other's point of view and develop strategies to remedy the concern.

*Address issues in person rather than through social media or email.*

*If the problem is still unresolved,*

### 2. Contact the Principal of the school

Contact your school principal to set up a meeting to discuss your concern. The Principal may meet with the teacher involved privately, or may request a meeting with both the parent and teacher.

The Principal will ensure that the issue is heard and that the school has the opportunity to respond thoughtfully to the concern.

*If the problem is still unresolved,*

### 3. Contact your school's Superintendent

Contact the school's superintendent. Upon receipt of the concern, the superintendent will review the issue with the parent and school and work towards a resolution.

*If the problem is still unresolved,*

### 4. Contact the Director of Education

Contact the Director of Education. Upon receipt of the concern, the Director will review the issue with the parent, school superintendent and determine course of action to bring resolution issue.