



**PRAIRIE SPIRIT**  
SCHOOL DIVISION

## **Communication Protocol** for Parents/Guardians

Prairie Spirit School Division strives to resolve concerns and complaints from students and their parents in a manner that supports learning and restores relationships.

We believe the best outcomes for students occur when parents, guardians and school staff work together to resolve concerns. Any concerns about school personnel shall always be referred back through proper administrative channels, providing an opportunity for resolution and restoration at the classroom and school level.

If a parent has concerns or questions about an issue at school, they are asked to follow this communication process:

1. The classroom teacher is to be the first person to hear and address any concerns from a student or parent.
2. If the issue cannot be resolved with the teacher, the Principal is to be contacted.
3. If the matter remains unsettled, the parent may request a meeting with the Superintendent.
4. If the matter remains unresolved, the parent may request a meeting with the Director of Education.
5. If the matter remains unresolved following communication with the Director, the parent may submit a written appeal to the Board of Education.