

Communication Protocol for Parents/Guardians

Reference Administrative Procedure 150: Public Inquiries/Concerns

Prairie South Schools strives to resolve concerns and complaints from students and their parents/guardians in a manner that supports learning and enhances 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/guardian 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/guardian.
2. If the issue cannot be resolved with the teacher, the Principal is to be contacted.
3. If the matter remains unsettled, the parent/guardian may request a meeting with the Superintendent who oversees the school.
4. If the matter remains unresolved, the parent/guardian may request a meeting with the Director of Education.
5. If the matter remains unresolved following communication with the Director of Education, the parent/guardian may submit a written appeal to the Board of Education.