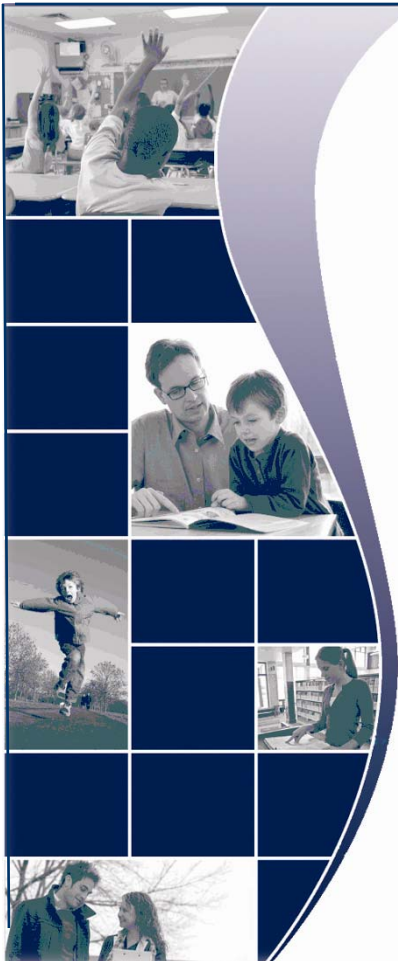


Simcoe County
District School Board

How to Communicate Your Appreciation or Concern

At the Simcoe County District School Board, we believe that open communication strengthens important relationships between families, schools and communities. You may sometimes wish to relay appreciation or positive feedback to school or board officials. As well, areas of concern may arise and our staff will strive to be helpful and effective in addressing your concerns.

This brochure has been created to assist you in communicating any praise or concern you may have about a situation at your school or a practice, policy or procedure of the Board. Please see the other side of this card for information. Your Principal would be pleased to provide you with the name and number of your Superintendent and your locally elected Trustee.



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Simcoe County Parents and Community Members: How Can We Help You?

The following process has been designed to help address and resolve your concerns as quickly and effectively as possible. If you have a concern, please follow these steps in sequence:

- 1) ***Gather as much information as possible, then call the school to arrange a meeting with the teacher .*** Most concerns can be resolved at this point through dialogue and co-operation among those involved.
- 2) ***If you are not satisfied with the outcome of your meeting, then call the school to arrange a meeting with the principal .*** With open communication and collaboration among those involved, your concern should be resolved at this point.
- 3) ***If your concern has not been resolved at this point, contact the Superintendent of Education for your school .*** The Superintendent of Education will assist you by acting as a facilitator in attempting to resolve your concern. You may wish to put your concerns in writing at this time.
- 4) ***If you feel strongly that the situation requires further consideration, you may contact the Director of Education.*** At that time, your concern will be reviewed and may be directed to another staff member for action.
- 5) ***If you feel your concern has not been addressed at this level, please contact your Trustee.*** Trustee contact information is available from your Principal, the Board website www.scdsb.on.ca, or by calling the Board Office at 705-728-7570 or 905-729-2265.

Communicating Appreciation and Positive Feedback

Additionally, please do not hesitate to communicate appreciation or your positive feedback to teachers, school staff, school administration, your superintendent and your trustee, when appropriate. Superintendent and Trustee contact information is available from your Principal, from the Board website www.scdsb.on.ca, or by calling the Board office at 705-728-7570 or 905-729-2265.



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