Solving Educational Concerns video script
Here is some information on who to contact If you or your children have a question, suggestion, concern
or problem, we want to hear from you. Please follow the steps indicated below so we may help you in
an efficient manner.
If the concern if classroom based:
1. As the first step, please contact your child's teacher. Most questions or problems can be resolved
immediately this way.
2. If you feel more action is required, we encourage you to contact your principal or vice-principal. Your
principal organizes, manages and leads the school. He or she also oversees teaching and discipline at the
school. Please call the school office to set up an appointment and ensure that you have the time needed
to discuss the matter.
3. If you still are not satisfied, please call the Superintendent of Student Achievement responsible for
your school. Your superintendent oversees the operations of groups of schools and leads schools in
improving student achievement. He or she is responsible for fair and open resolution of school/
community issues that cannot be solved at the school level. Contact information for your
superintendent is available on the School Board website at
http://www.kprschools.ca/en/our_board/boardroom/senioradministration.html