

# PROCESS FOR OPERATIONAL MATTERS FOR FAMILIES

## STEP 1 CLASSROOM TEACHER

Your child's teacher(s) is/are your first point of contact.



## STEP 2 SCHOOL PRINCIPAL

If you have spoken to your child's teacher and still have questions, contact the administration at your child's school. This may be your school's principal or vice-principal.



## STEP 3 SUPERINTENDENT

The Superintendent of Education responsible for your child's school can be reached if you still have questions or concerns after contacting the individuals identified in steps 1 and 2.



## STEP 4 DIRECTOR OF EDUCATION

Contacting the Director of Education would be final step in this process. This step should only be taken once the steps above have been completed.

[For more information around areas of responsibility in our organization, please visit our Organizational Chart by clicking here](#)