



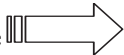
Waterloo Catholic District School Board COMMUNICATIONS GUIDELINES

Communications Inquiry/Concerns Process

1. Trustee, supervisory officer, executive administrative assistant receives an inquiry about an incident, school related matter, et cetera.

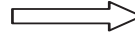


2. Trustee, supervisory officer, executive administrative assistant records the name of the individual making the inquiry, the nature of the inquiry and directs the person to follow the **communication inquiries/concerns process** outlined on the right side of this page..



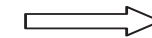
1. The trustee, supervisory officer, executive administrative assistant, or the Principal receiving an inquiry will direct the person to contact the teacher except as outlined in the

1. Speak to the teacher.



Issue resolved.

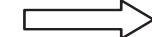
2. Speak to the Principal.



Issue resolved.

And/or

3. Issue not Resolved.



Contact the Supervisory Officer.

Notes:

If the issue deals with transportation, the individual should contact the Transportation Consortium at 519-570-0915.

If the issue deals with Special Education the individual should contact the Principal first since Special Education programming decisions and allocation of Special Education staff are made at the school level. If the Principal cannot assist, contact the Superintendent of School Support Services.

If the issue concerns a teacher and the individual has not spoken to the teacher the Principal will ask the person to do so.

The Principal may request that the inquiry be put in writing.

The Principal may, at any time in the process, involve outside resources from the school board, parish, or community to help resolve the issue.

School Councils are not forums to discuss teacher-Student-parent issues.

In order to gather data for monitoring reports to the board, the trustee and executive administrative assistant forward to the supervisory officer a written record of the inquiry (either the email, letter or an email outlining the name of the individual who has telephoned and the nature of the inquiry the individual has made). The supervisory officer will maintain a list of data for subsequent monitoring reports. The supervisory officer will follow-up with trustees indicating the resolution to the inquiry.