

# 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.

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## Communicating Appreciation and Positive Feedback

Please 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](http://www.scdsb.on.ca)), or by calling the board office at 705-728-7570.

Additionally, if you know an outstanding SCDSB teacher, custodian, educational assistant, early childhood educator or office staff who has done something wonderful to support students in our system, nominate them for a STAR. SCDSB STAR nomination forms can be found on the board website under Community > SCDSB STARS.

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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 associate director. At that time, your concern will be reviewed and may be directed to another staff member for action.
- 5) 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 to ensure that the appropriate process for resolution has been followed.