

## Problem Solving Protocol for Calgary Arts Academy

At Calgary Arts Academy, parents/guardians are partners ensuring student success. Calgary Arts Academy prides itself in welcoming parent participation and involvement. Clear, transparent communication is key in creating and fostering strong, positive relationships between the school and the home. The purpose of this document is to guide, manage, and improve school-home communication by offering a standard format, structure, and sequence for regular, ongoing communication.

Should a concern arise we request the following protocol:

**Step 1. Student:** A student should first be encouraged go to the teacher with their questions, concerns, or comments.

**Step 2. Teacher:** Should the question or concern not be resolved, parents should go to the teacher with their questions, concerns, or comments. This is because the teacher is the closest to the question or concern and is most able to resolve it quickly and effectively. The teacher will follow up with the parent on the resolution of questions, concerns, or comments.

**Step 3. Administration and Principal:** After the teacher has been given the opportunity to resolve the concern or issue, and the situation has not yet improved, the parent may choose to contact administration or the Principal. Administration or the Principal may be able to resolve the issue and follow up on resolution or will then offer to set up a meeting with the concerned parties.

**Step 4. Superintendent:** After campus administration has been given the opportunity to resolve the concern or issue, and the situation has not yet improved, parents may contact the Superintendent. Communication with the teacher, campus administration and Principal must happen **prior** to Superintendent intervention.

It is expected that all communication will be respectful. Calgary Arts Academy strives to maintain safe learning and working environments. Everyone has the right to be treated with respect, whether it's in a face-to-face meeting, in a telephone conversation, or through email.

### Response Time Frames

Every effort will be made to respond in a timely manner, whether the response is required from the home to the school or school to the home. When a staff member uses a communication channel that lends itself well to quick communication, such as email, that doesn't mean they can always respond just as quickly as that format allows. While there is no guarantee on the specific time frame for a response, generally families can expect a response within two (2) business days.