

Resolving Conflict - a quick guide for parents...

When working to resolve conflict, it is important to try and avoid making assumptions. We ask that you please enter conversations with a positive approach and avoid the use of email.

What should I do if I have an issue with a teacher?

- Arrange to have a conversation with the teacher either by phone or in person.
- If there is no resolution, arrange to have a conversation with your administrator either by phone or in person.
- If there is still no resolution, please call the Division Office at (403) 227-7070 and you will be directed to either a Division Principal, a Liaison Superintendent or the Chief Superintendent who will respond to you within 24-48 hours.

What should I do if I have an issue with an administrator?

- Arrange to have a conversation with the administrator either by phone or in person.
- If there is no resolution, please call the Division Office at (403) 227-7070 and you will be directed to either a Division Principal, a Liaison Superintendent or the Chief Superintendent who will respond to you within 24-48 hours.

What should I do if I see an issue on social media?

- Please encourage the individual with the concern to use the previously mentioned processes.
- If the issue persists, please call the Division Office at (403) 227-7070 and either a Division Principal, Liaison Superintendent or the Chief Superintendent will look into it and follow it up if necessary.