

CONCERN PROTOCOL



IF YOU HAVE A CONCERN AT YOUR CHILD'S SCHOOL...

Your child's school will always try to make the learning experience a positive, safe and happy one for its students. However, if you have a concern or an issue, please don't hesitate to let the school know. Open communication between home and school is very important to us. Here are the steps to follow:

1. Talk to the person most directly involved—your child's teacher. If you must leave a message, please be sure to provide a day and evening phone number where you can be reached.
2. If talking to the teacher doesn't resolve the issue, talk to the principal.
3. If you've talked to the principal and, over a period of time, the issue still has not been resolved, call the superintendents department at 204-667-7130 or email communications@retsd.mb.ca
4. If you disagree with the decision of the superintendents department, you can make an appeal in writing to the board of trustees.

The RETSD Board of Trustees cares about the education of all the students in our division. We realize that issues may occur and wish to highlight that the above process must be followed if concerns are to be properly addressed. For more information:

[Policy KE—Concern Protocol](#)

[Policy KE-R—Concerns and Complaints Procedures](#)