

Children's Circle Montessori School
Parent/Guardian Issues and Concerns Policy and Procedures

Children's Circle Montessori School welcomes open, clear and calm communication. If a parent/guardian has an issue and/or concern regarding their child as he or she relates in the program/classroom/playground, the parent/guardian should communicate with the Lead Classroom Teacher. There is very little time to communicate at drop-off time or at pick-up time. The best time to call, 905-609-6900, is early in the afternoon to ensure proper coverage in the classroom. If the topic requires further communication, a meeting may be arranged with the Lead Classroom Teacher. Depending on the topic, the Education Director, the School Director or the School Supervisor may join the meeting.

If a parent/guardian has an issue and/or concern regarding the school's policies and/or procedures, the parent/guardian may communicate with the School Supervisor, e-mail: info@childrencirclemontessori.com. If the topic requires further communication, a meeting may be arranged with the School Supervisor. Depending on the topic, the Education Director, the School Director or the Lead Classroom Teacher may join the meeting.

All issues and concerns should come forth through a parent/guardian verbally or in writing. Communication through other family members may be challenging as messages may not be conveyed as intended. In addition, parents/guardians must be fully aware of any communication concerning their child.

Steps in responding to an issue and/or concern:

- Issues/concerns brought forth verbally will be addressed at the time it's raised. Issues/concerns brought forth in writing will be addressed within 1 business day. If necessary, meetings/phone calls will be arranged within 2 business days. The parent/guardian will be advised if it is not possible to keep within these response times.
- The details of the issue/concern will be recorded: date, time, parties involved, and steps taken to resolve the issue/concern, information provided to parents/guardians and final outcome/resolution.
 - Referral to another organization will be provided if the parent/guardian needs additional support.
- Verbal communication with the classroom will be recorded in the Staff-to-Parent/Guardian Communication Log. Written communication (ie.. e-mails) with the School Supervisor/Directors will be filed in the student's file.