

**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 you have an issue and/or concern regarding your child as he or she relates in the classroom, please communicate with the Lead Classroom Teacher. There is 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, you may arrange a meeting with the Lead Classroom Teacher. Depending on the topic, the Education Director, the School Director, or the School Supervisor may join the meeting.

If you have an issue and/or concern regarding the school's policies and/or procedures, please communicate with the School Supervisor. You may e-mail: [info@childrencirclemontessori.com](mailto:info@childrencirclemontessori.com). If the topic requires further communication, you may arrange a meeting 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.
  - Referral to another organization will be provided if the parent/guardian needs additional support.
  - Details of the communication will be kept in the school.