

Who To Call 2009-2010

Please take note of the new names and/or responsibilities!

Over the course of a school year, every parent will have several occasions where they need to contact the school about one concern or another. Sometimes this may be just a matter of getting some information, and sometimes it has to do with voicing a concern. **The entire process is streamlined when we contact the right person for the right reason.** When a parent brings a concern to our attention, we will try to address it to the best of our ability, and if we cannot solve the problem ourselves, then we will try to refer you to the person who can.

It is always **best to approach the person closest to the problem** in order to address the issue quickly and involve as few people as possible. However, there are times when it is more appropriate to go directly to the next person up the line of authority. For example, a student to student conflict can sometimes be addressed by speaking to the students involved, sometimes to the teacher who supervises them, or sometimes to their parents. These are judgment calls, and it is hard to give a hard and fast rule to follow in every instance. Or, to take another example, occasionally, there are concerns about the specific practices of a particular teacher. It is usually best to approach that teacher directly, but it may also be appropriate to talk to the principal, depending on the issue. **If you are unsure, make your best guess, and then that person can either deal with it or direct you elsewhere as the case may be.**

Finally, every now and then a parent will voice a concern by way of an anonymous letter! (It's happened about four times!) These are always negative and unproductive. They are impossible to deal with because there is no way to get all the information necessary to solve the problem, and there is no way to inform the writer of the steps being taken, or correct the misinformation revealed in the letter. While this is frustrating from a practical sense, it is also discouraging from a spiritual/fellowship sense. It means that there has been a loss of trust between the writer and the recipient because they fear retaliation or humiliation in some way. **We can only appeal to people to follow the principles outlined below or take their concerns to the next highest level of authority, so that they can be properly addressed in a spirit of unity.** If there is no one at all in the entire school who can be trusted (staff, principal, board chairman), then this is probably the wrong school for that family and a move should be made.

As I said before, it is difficult to establish hard and fast rules, but I can provide some general guidelines which will help you get the information you need (or address your concerns) quickly and appropriately in the vast majority of cases:

1. **General Information:** The **Tuesday Telegram** and **AKCS.COM** are the best places to get times, dates, costs, forms, field trip details, fundraising information, policies, and basic program information. Past issues of the Tuesday Telegram as well as a School Calendar and Sports Events are all posted there. The more people make use of these resources for general information, the more we can focus on addressing more difficult concerns in person. If the information is not there, then please call the **Office Manager, Mardelle Ziemann**, and she will address your inquiries.
2. **Academic & Behaviour Issues:** The best source of information about your child and his or her program is your child's **Homeroom Teacher or Subject Teacher**. They can tell you about the design of the program and the general expectations for children at that grade level as well as the details about specific assignments. Teachers are also the best place to turn first if your child has misbehaved or is experiencing conflicts with another student. For serious or repeated concerns in this area, contact one of the Administrators. Please note the following division of labour: **Harold Hoffmann** will address concerns regarding **elementary students** (K-6), and **Dean Hughes** will address concerns regarding **secondary students** (grades 7-12).
3. **Financial Issues:** Please call **Joanne Kennard, our Bookkeeper** for concerns regarding tuition payments, financial aid, donations, and receipts.
4. **Fundraising & Friendraising Activities:** Questions or ideas related to fundraising, advertising, public relations, alumni relations, and student recruitment should be directed to **Earl Driedger**.
5. **Facilities:** Address your ideas and concerns about the facilities to **John Green**.
6. **Policy & Program:** Any concerns or questions about the overall program of the school or school policies should be directed to **Mr. Driedger**.
7. **Teaching:** If you have concerns about the instruction or conduct of a specific teacher that you feel cannot be addressed one on one with that teacher, then speak to one of the administrators (**Mr. Driedger, Principal or Mr. Hughes, Vice-Principal**).
8. **Serious Matters:** Any concern which cannot be resolved through the above means or that might cause you to consider not returning for another year, should be taken up with **Mr. Driedger**.

9. **The Board:** Parents may appeal the decision of the Principal to the Board by sending a letter to the **Chairman, Dwain Alexander.**

If you are puzzled about a given situation and not sure exactly how to approach it or who to talk to, please feel free to call the Principal or Vice-Principal, and they will help you work out an appropriate course of action.--ED

Earl Driedger
Principal, Airdrie Koinonia Christian School