



# Community Communication Protocol

The Protocol below creates an expedient flow of communication to ensure that your questions and or concerns are heard and responded to in a timely and accurate manner by the appropriate person. In this way, you will receive the most appropriate, accurate and timely response to your query or concern and avoid the communication backlog that can occur when a query has been brought to the wrong staff.

**If you are a community member who has questions or concerns regarding the local school and its operations:**

- 1) direct your query to the local school Principal who will answer your concerns or questions and or refer you to the most appropriate person to respond.
- 2) If your feedback, concerns, or questions are for the Board in general, direct your call to the Board Office Receptionist who will refer your call to the correct person in the Department or System staff to respond.
- 3) If the Department or System Lead staff are unable to respond, your query will be directed to the appropriate Supervisory Officer
- 4) The Supervisory Officer may wish to confer with the Director of Education on your behalf
- 5) Appropriate information may be shared with the Board of Trustees

