



# Complaint & Problem Resolution

Assalamu alaikum – Insha Allah we look forward to having a wonderful and peaceful school year, but as human beings, we sometimes don't see eye-to-eye. If you have a serious concern, please follow the proper channels. Please follow the chain of command shown below in order for us to address your issue in the most efficient manner.

**Teacher** – please kindly address the teacher first. This is because sometimes there are misunderstandings and we can easily resolve matters with a simple explanation. When this is not the case, sometimes making the teacher aware of our concerns is all it takes. The teachers care about our children too and want them to be successful!! Give them a chance first, they're not so bad 😊

**Express and Discuss**

**1st**

**Ask yourself:**

- Have I given reaction time to the teacher?
- Has the teacher addressed my concern?
- Am I being objective?

**Secretary** – If you have already spoken with the teacher about your concern and they have not worked toward resolving the issue or addressing the concern, next step is to bring your concerns to the secretary. The secretary has access to resources and may be able to suggest a solution or work toward a resolution.

**File a written complaint**

**2nd**

**Ask yourself:**

- Is the Secretary able to provide a solution?
- Have I given reaction time?
- Has my concern been addressed?
- Is the problem still there?

**Principal** – the principal should not be the first point of contact for conflict resolution until you have addressed the teacher and the secretary with your concerns. The principal is always there to help and offer suggestions to solve any issues you may be having, however, please respect that he wears many hats and has many important responsibilities.

**Elevate your concern if not resolved**

**3rd**

**Ask yourself:**

- Is the Principal able to provide a satisfactory solution?
- Have I given reaction time?
- Has my concern been addressed?
- Is the problem still there?

**Board Member** – Our Board of Trustees is diverse, with members who have the best interest of the students and future community members in mind. If you have taken all steps above and still feel as though your concern has not been addressed properly, the last place to go is the school board.

**4th**

**Ask yourself:**

- Is the Board able to provide a satisfactory resolution?
- Have I given reaction time?
- Has my concern been addressed?
- Is the problem still there?