

Looking for Help With Questions or Concerns?

At HPEDSB, addressing public concerns is an opportunity to improve service for students, parents/guardians and the community. Questions and concerns are dealt with at the level closest to the issue, whenever possible. If you have a question or issue about your child and their learning, a school, or the school board, please talk about it with us, following the steps below.



Teacher

Talk with the teacher as the first step when looking for help or information. The parent/guardian and teacher can arrange a convenient time to speak on the phone or in person.

All employees and students are expected follow school board policies and procedures.



School Principal

Talk with the school principal (or designate) as the next step, if the parent/guardian and teacher are not able to resolve the issue, or if the concern is expressed by a community member.



Superintendent

If the school principal and parent/guardian or community member are not able to resolve the issue, or if it is not school-based, contact the appropriate superintendent to discuss the issue.



Director of Education

If the issue is not resolved after speaking with the superintendent, the director of education will review the matter and will respond to the parent/guardian or community member.

Trustees

Parents/guardians or community members may contact trustees at any time. As the representatives of their community, trustees listen to concerns and needs, bring them to the attention of the Board of Trustees, provide information and direction, and connect the parent/guardian/community member to the process that should be followed, or to the appropriate person or step in the process, to resolve concerns.