



BACKGROUND

The Colegio Rex Canadian International School Board supports the right of parents and the community to make inquiries into the conduct of operations of the school. In the interests of open communication, the Board believes inquiries must first be directed to the staff members most directly involved in the operations in question. If the parent or member of the community is not satisfied with the response at that level, they are encouraged to follow the appropriate lines of authority.

PROTOCOLS

1. Staff members requesting information from the Board shall normally do so through the principal and/or Head of School. If it pertains to anything related to Human Resources, then the request will be made directly through the Human Resources/Communication Director.
2. Parent/guardian inquiries should first be directed to the teacher(s) most directly involved in the operations in question. If the parents/guardians are not satisfied with the response at that level they shall be encouraged to follow the lines of authority through the principal and, if required, to the Head of School and then to the Board if applicable.

When working to resolve complaints, the following shall occur:

- I) Encourage the complainant to first discuss the complaint directly with the person against whom the complaint is made;
- II) Inform the complainant of the appropriate channels of communication if the matter remains unresolved;



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School Communication and Dispute Resolution Policy

III) If the matter remains unresolved, the next contact shall be with the correspondent's Principal and then, if necessary, the Head of School depending on the nature of the issue;

IV) Failing resolution by the Head of School the complainant shall meet with the Board.