



Glenn McClure

Hon. BA, BEd., MEd., QMED

Superintendent of Schools

#118, 3132 – 26 Street NE, Calgary, AB T1Y 6Z1

E gmcclure@esl-almadina.com P 403-543-5078 F 403-543-5079 C 403-478-5965 Website: <http://esl-almadina.com/>

Office of the Superintendent

MEMORANDUM

DATE: December 18, 2018

TO: Parents of Almadina Language Charter Academy Students

FROM: Glenn McClure, Superintendent of Schools

RE: Communicating Concerns or Questions at ALCA

The safety and well-being of Almadina children is always the foremost concern of our school administration, teachers, support staff, and central office staff. To that end, I would like to share the correct communication process to follow:

Parent Concern or Question: Who to contact?



STEP 1 - Teacher – If the concern or question involves your child’s learning.

OR

STEP 1 - School Administration – If the concern or question involves the operation of the school.



STEP 2 -Teacher’s Response is not satisfactory or clear – Arrange to speak with a member of the school administration – i.e., the principal or vice principal.

OR

STEP 2 - School Administration’s Response is not satisfactory or clear – Arrange to speak with the Superintendent of Schools – Mr. Glenn McClure.

Please follow this communication process. **DO NOT** speak directly to the Board Chair or Individual Directors as they are **NOT** involved in the day to day operation of our schools.

As always, your support and assistance is greatly appreciated.