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Office  
of the  
Director of  
Education

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September 29, 2017

Dear Parent or Guardian,

From time to time, you may have questions or concerns about school matters. It is our Board's policy to deal with inquiries in a fair, respectful and efficient manner at the level closest to the issue. Addressing parent and public concerns is an opportunity to improve relationships with our stakeholders.

I am happy to respond to any situation and should be able to speak to anything that comes to me, but in trying to be fair to all staff we are hoping that parents ask the questions of our staff first so that we may respond at the local level with clarity of intent and context. We will make mistakes and missteps and will continue to learn and grow from them. Your input and feedback is invaluable.

Despite what may be reported, I believe we should be held accountable and when and if we do not respond in a timely fashion we should indeed be taken to task. You should be able to demand that of us as a public institution that services you and your children.

I continue to reach out to the public, staff and students with great intent and try to respond to any communication that comes to my office in a timely way. I have a strong track record of problem solving alongside parents when a situation is brought forth and I have asked the very same level of commitment of all staff.

Together we create safe and positive learning environments for our children. I encourage you to review our Public Inquiries policy posted on our website for more information to see how we are committed to working to resolve concerns. <http://www.nearnorthschools.ca/board/Admin%20Guidelines/public-inquires.pdf>. Anyone with an unresolved concern about a school board is also welcome to contact the Ontario Ombudsman's office [https://www.ombudsman.on.ca/About-Us/Who-We-Oversee/School-Boards.aspx#FOR\\_THE\\_PUBLIC](https://www.ombudsman.on.ca/About-Us/Who-We-Oversee/School-Boards.aspx#FOR_THE_PUBLIC).

Please do not hesitate to reach out to me directly if you wish to further explore this conversation.

Sincerely,



Jackie Young,  
Director of Education

