



Guidelines for Superintendents

Where a matter cannot be resolved at the school level, the Family of Schools Superintendent will consult with the Principal regarding the reasons/issue(s) behind the complaint and behavior to resolve the matter in accordance with the HCDSB policies. The Superintendent will inform the parent(s)/guardian(s), adult learner or representative of the resolution to the matter.

Where requested, Superintendents will apprise respective Trustees, as appropriate, of the resolution

