



Complaint Resolution Policy

1 Parent-Initiated Complaints

The Suzuki triangle has three sides – student, parent, and teacher. Each side is of equal importance. For the triangle to work, information and feedback has to flow in all directions.

If a parent has a problem, question, or concern, it is best brought up with the teacher during the lesson at an opportune time, mindful that parents generally remain quiet, active observers during lessons. The intention is that the student not be confused by receiving instruction from two different adults, can focus on the lesson, and build a strong working relationship with the teacher.

That said, parents should not leave the lesson without having questions and concerns answered. A good approach is to ask the teacher to end the lesson a few minutes early to leave time to talk in order to end the lesson on time and remain respectful of the next family's time.

If an issue cannot be resolved during lesson time, or arises between lessons, please contact your teacher via email or call the SSSG phone number at 519-821-2890 and leave a message for the teacher.

If a parent and teacher need to have a lengthy conversation without the child present, it is recommended they do it during lesson time without the child present by mutual agreement and with advance notice.

If the parent and teacher cannot resolve the issue and need the help of a third party, a meeting may be organized with the Artistic Director present. *If the teacher is the Artistic Director, the Chair of the Board will attend the meeting.* If the concerns persist, the Human Resources Chair should be contacted.

At any point in this process, the Human Resources Chair may be called upon for reference or support.

Administrative and bookkeeping questions should be referred to the school administrator and bookkeeper, respectively.

2 Teacher-Initiated Complaints

If a teacher has a concern, issue, or problem with a child or family, it needs to be raised first at an appropriate time in the lesson. If it is not resolved, a conversation outside class with the parent is recommended. If a lengthy discussion is necessary, the teacher may recommend the parent come to a lesson alone to talk. If the problem persists, a meeting should be arranged with the Artistic Director and, if necessary, the Human Resources Chair.

If a teacher has a concern, issue or problem involving working conditions or contract, the teacher should first discuss it with their immediate supervisor; the Artistic Director. If it is not resolved, the Human Resources Chair must be notified. At any point, a staff member may call upon the Chair of the Board or the Human Resources Chair for reference or support.