

Query Ladder - or - Who You Gonna Call?

UCC wishes in all matters to communicate openly, honestly and in the spirit of partnership with the parents and guardians of all students. Formal parent - teacher conference times are offered twice or more annually; their purpose is to bring you up to date on your child's progress and experience at school. Formats of these meetings vary. In addition, all parents are invited, indeed expected, to contact the school at any time when a concern arises.

Likewise, all teaching and administrative faculty members are expected to keep communication with parents and guardians open and to reach out whenever they have a concern about a student's progress or experience. If parents and guardians wish to contact the school, here are some suggestions for communicating effectively.

1. General Concerns about Students

- a. Rule of Thumb: start with the adult most immediately involved with your son.
- b. If your concern is regarding teaching and learning, please express it to the teacher involved first.
- c. If your concern is related to athletics or co-curricular activities, please contact the coach or adult in charge first.
- d. If your question or concern is not addressed to your satisfaction, please contact the Head of Division and/or the Director of Athletics, or whomever is the immediate supervisor of your first contact.
- e. If the matter remains unresolved, you may contact the Office of the Principal.

2. Concerns about Teaching and Learning

- a. General inquiries about the nature of the curriculum or of any element of the academic program should also first be directed to the teacher.
- b. If your concern is related to a particular discipline in the Middle, Intermediate or Senior Divisions, please contact the Head of Department for that academic discipline.
- c. If the teacher or Head of Department is unable to provide a satisfactory answer to the question asked, please go next to the Head of Division.
- d. If the matter is related to curricular philosophy or policy, you may also seek to meet with the Academic Dean, Dr. Julia Kinnear.
- e. If the matter is related to the very specific learning needs of your son, and your son is in unusual circumstances, you may also seek to meet with the Wernham and West Centre for Learning.
- f. If the matter remains unresolved, please contact the Office of the Principal

3. Concerns about Health and Well-Being

- a. In general, beginning with your son's Form Teacher or Form Adviser is the best strategy when you first wish to voice a concern.
- b. In the Upper School, your son's Adviser is the best first point of contact
- c. You may also wish to contact one of the Nurses or Counsellors if you have concerns about a medical issue of any kind or about a socialemotional challenge.
- d. If the issue remains unresolved, please contact the Office of the Principal

4. Concerns about Behaviour and Discipline

- a. Again, the best starting place is the Form Teacher, Form Adviser or Adviser.
- b. If the issue is not resolved, or if you wish to speak about disciplinary practices or processes, please contact the Dean of Students of the Prep or of the Upper School.
- c. Alternatively, you may wish to contact the Head of Division at this stage.
- d. If the issue remains unresolved, please contact the Office of the Principal.

5. Concerns about School Policy

- a. If you are concerned about an academic or organizational policy of any kind, please begin by going to the Head of Division.
- b. If the issue remains unresolved, please contact the Office of the Principal.

6. Concerns about University Counseling and Admission

- a. Please go first to your son's university counselor to discuss concerns about the university counseling and preparation programs and processes.
- b. If your issue remains unresolved, please request a meeting with the Head of Division. c. If your issue remains unresolved, please contact the Office of the Principal.

7. Concerns about Financial Matters

- a. Please direct your concerns, including those related to financial assistance, to the Manager, Finance Office.
- b. Should you need to seek further assistance, please contact the Chief Administrative Officer.
- c. If your concern remains unresolved, please contact the Office of the Principal

8. Boarding Life

- a. Please direct your concerns to the student's Residential House Adviser or Senior House Adviser.
- b. If your concern is not adequately addressed, please contact the Director of Boarding.

c. If you must continue to press your concern, please contact the Head of Division

d. If none of these people can resolve your concern, please contact the Office of the Principal.