

September 11, 2025

Re: Information for Parents/Guardians – Working with Schools and School Systems

Dear Parents/Guardians of Buffalo Trail Public School Students,

Welcome to a new school year! We are so pleased to be sharing this journey with our students, staff, and families. At Buffalo Trail Public Schools, our mission of *“Maximizing student learning in a safe and caring environment supported by a highly effective team”* guides every decision we make and every action we take.

I have the honour of being in all of our schools throughout the year and witnessing first-hand the incredible learning taking place. Serving close to 4,000 students requires the cooperative efforts of many, and it is important that we all understand the roles and responsibilities within our team and how parents can best connect when questions or concerns arise.

Teachers

Teachers are at the heart of daily learning. They design lessons, provide feedback, build relationships, and guide classroom routines. They also ensure their classroom practices align with school and division expectations.

- **Contact your child’s teacher first** for any questions about academics, assignments, classroom behaviour, or student well-being. Most concerns are resolved best at this level.

Principals

Principals oversee the overall operation of their schools. They ensure school practices and procedures align with division policy, while also creating school-specific approaches where needed. Principals support both teachers and families in working together when classroom-level concerns cannot be resolved.

- **Contact the principal** if the concern cannot be resolved with the teacher or if it involves broader school matters such as safety, extracurricular activities, or school policies.

Central Office and Superintendent

Central Office staff support learning services, inclusive learning, transportation, facilities, technology, finance and human resources. The Superintendent is responsible for the overall operations of the division and for ensuring that board policies are implemented consistently across schools. While the Superintendent may make division-wide changes to practices or procedures, the Superintendent does not typically overturn school-level decisions unless they conflict with division direction.

- **Contact Central Office** if a concern cannot be addressed at the school level or if it relates to division-wide policy, transportation, or system-level supports.

Board of Trustees

Trustees are elected representatives of the community. They set the vision, mission, and policies for BTPS, and their decisions guide the practices and procedures in place across the division. While trustees bring forward the

perspectives of their constituents, they act as a collective body, and decisions are made through formal motions at the Board table. Trustees are not able to resolve individual classroom or school issues, but parent perspectives do help shape long-term board priorities and policy.

- **Contact a trustee** to share input on broader issues or to provide feedback on Board direction.

Working Together: The Resolution Process

Most often, the best solutions are found closest to where the concern arises. By starting with your child's teacher, then moving step-by-step to the principal, central office, superintendent, and finally the Board if needed, we ensure that concerns are addressed fairly, efficiently, and at the right level.

When a concern is brought forward, staff will often ask about the steps already taken so that the process is respected and every opportunity for resolution is given at the appropriate stage. Open communication early on prevents small issues from becoming larger ones. Building a positive relationship with your child's teacher from the start of the year provides the foundation for resolving concerns quickly and effectively.

As the year unfolds, there will be many opportunities to celebrate the achievements of our students and staff, as well as challenges that require teamwork and understanding. By respecting roles, supporting one another, and keeping communication open, we can make decisions that are always in the best interests of students.

On behalf of your school and Buffalo Trail Public Schools, thank you for being a vital part of our team. When our collective purpose is to provide the very best for our children, we can accomplish great things together. I look forward to being out in your school communities throughout this school year.

Sincerely,



Michelle Webb
Superintendent