

Parents/Guardians: Have a Question? Here's Who to Contact.

The Toronto Catholic District School Board (TCDSB) makes every effort to address questions and concerns as quickly as possible. The information below is intended to guide you through who to contact at Toronto Catholic, when needed.

Matters are best addressed locally where they arise. As such, in most situations, your child's classroom teacher or the school Principal is the first point of contact.



Teacher



Contact Your Child's Classroom Teacher

Any classroom-related question should be raised with your child's classroom teacher. They can help with issues including, but not limited to homework, assignments, and report cards.

- If the parent/guardian has not been successful in resolving the concern with the teacher/staff member, they may address the concern with the Principal.
- If not resolved at the school level, the parent/guardian will be directed to the School Superintendent.

Principal



Contact the School Principal

The Principal should be contacted if the matter is not addressed by the classroom teacher. They can help with issues including, but not limited to, student registration, special education, transportation, schedules, suspensions, code of conduct, school safety, fundraising and parent councils.

- If the parent/guardian has not been successful in resolving the concern with the Principal, they may address the matter to the School Superintendent.

 [Find Your School Principal](#)

Superintendent



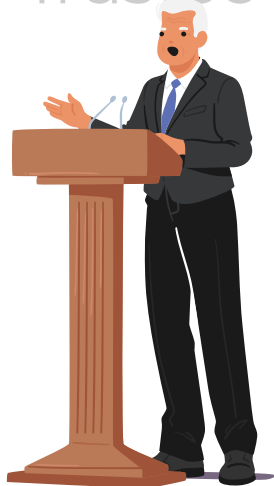
Contact the School Superintendent

Superintendents are responsible for a number of schools within a particular area and are available to support school staff. They can be contacted if your questions have not been addressed locally by the school Principal. They can help with issues including, but not limited to, alternate attendance request, suspension appeals and safe schools.

- If the parent/guardian has not been successful in resolving the concern with the superintendent, they may address the matter to the local Trustee.

 [Find a Superintendent](#)

Trustee



Contact the Local Trustee

Trustees may be contacted by parents/guardians about local school and system-wide matters. Trustees may collaborate with Board and school leadership to resolve local matters.

- A parent/guardian may wish to contact their locally elected Catholic school board Trustee for any concern about their child's education.

 [Find Your Trustee](#)

Other



Contact the TCDSB's Human Rights and Equity Advisor (HREA) or the Ontario Ombudsman

- **HREA** - the HREA is committed to promoting and protecting the human rights of students, families, staff and the broader school community. They can be contacted at hrea@tcdsb.org if you have questions or concerns about a human rights matter.
- **Ontario Ombudsman** - the Ontario Ombudsman promotes fairness, accountability and transparency in the public sector by investigating public complaints and systemic issues within the jurisdiction. Visit [Ontario Ombudsman](#) to learn more.