

Public Concerns & Complaint Protocol

(Policy KE)

The Pembina Trails School Division Board believes that concerns and complaints are best handled and resolved as close to their origin as possible and in a timely manner. Therefore, the proper channeling of concerns involving instruction, discipline or learning materials will be as follows:

1

Talk to the person most directly involved – the teacher.



If talking to the teacher does not resolve the issue, make an appointment to discuss with the school principal.

2



If talking to the principal does not resolve the issue, call or email the Superintendent's department. Contact information on the next page.

3



Appeal of a Superintendent's decision shall be handled by the Board through written correspondence.

4



2024-2025 SENIOR ADMINISTRATOR TEAM LINKS

SHELLEY AMOS
EA - Jackie Scott

ARTHUR A. LEACH
Penny Riffel Ext. 1396
Shawna Nagler Ext. 2690

BAIRDMORE
Allison Ward Ext. 1384
Darren Gerbrandt Ext. 1722

BEAVERLODGE
Carla Sadler Ext. 1579

CHANCELLOR
Robin Stacey Ext. 1258
Rachel Otto Ext. 2346

CRANE
Chantal Rochon Ext. 1677

DALHOUSIE
Dawn Thompson Ext. 1381
Evi Klostermaier Ext. 3143

HENRY G. IZATT
Kathy Bru Ext. 1411
Margo Beatty Ext. 2165

LINDEN MEADOWS
Darren Oughton Ext. 1409
Michelle Barclay Ext. 2163

**PEMBINA TRAILS
COLLEGIATE**
Jacqui Kroeker Ext. 1355
Linda Eden Ext 1382
David Gamble Ext. 8102

RIVER WEST PARK
Ward Hrabí Ext. 2450

VINCENT MASSEY
Sharon Labossiere Ext. 1404
Sarah Millar Ext. 2416
Cheryl Smith Ext. 1229

WHYTE RIDGE
Mike Weekes Ext. 1302
Cyndi Tibbs Ext. 1164

TROY SCOTT
EA – Rylee Pratt

BEAUMONT
Brenda Hanna Ext. 1374

BISON RUN
Caterina Romeo-Mzakar Ext. 1383
Kendra Gowler Ext. 1263

BONNYCASTLE
Monaliza Vianzon Ext. 1226
Carissa Comeault Ext. 1596

FORT RICHMOND
Stan Hall Ext. 1354
Carol Shaw Ext. 1580
Carrie Dunford Ext. 1353

GENERAL BYNG
Tracey Groening Ext. 1403
Sarah Hampton Ext. 2386

LAIDLAW
Heather Eby Ext. 1389

OAKENWALD
Mike Moreau Ext. 1413

PACIFIC JUNCTION
Jane Rowland Ext. 1378

ROYAL
Tanis Thiessen Ext. 1402

ST. AVILA
Jennifer Rothwell Ext. 3101
Lynn Marriott Ext. 2116

SHAFTESBURY
Catherine Birch Ext. 1301
Jane Bachart Ext. 2535

SOUTH POINTE
Shannon Tipping Ext.1418
Shannon Peever Ext. 2424
Jon Manness Ext. 1393

VAN WALLEGHEM
Tori Patzer Ext. 1417
Carrie Lourenzo Ext. 1421

COLLEEN ROBERTS
EA - Annette Hacault

ACADIA
Troy Calder Ext. 1406
Robert Wehrle Ext. 2364
Shannon Shields Ext.1410

ALTERNATIVE HIGH
Katherine Barclay Ext.1377

CHARLESWOOD
Peggy Hobson Ext. 1387
Diane Wiebe Ext. 1728

DIEPPE
Bronwen Davies Ext. 1386
Kristina Ellis Ext. 1988

OAK PARK
Jennifer Bracken Ext. 1419
Nicole Girardin Ext. 1375
Frank MacLean Ext. 1800

PRAIRIE SUNRISE
Andrea Loepp Ext. 1407
Gretchen Cantafio Ext. 1807

RALPH MAYBANK
Marlo Kozak Ext. 1291

TUXEDO PARK
Karine Rioux Ext. 1565

VISCOUNT ALEXANDER
Glenys MacLeod Ext. 3150
Stephanie Isaac Ext. 2394

WESTDALE
Heather Anderson Ext. 1414

WESTGROVE
Chris Todd Ext. 1359