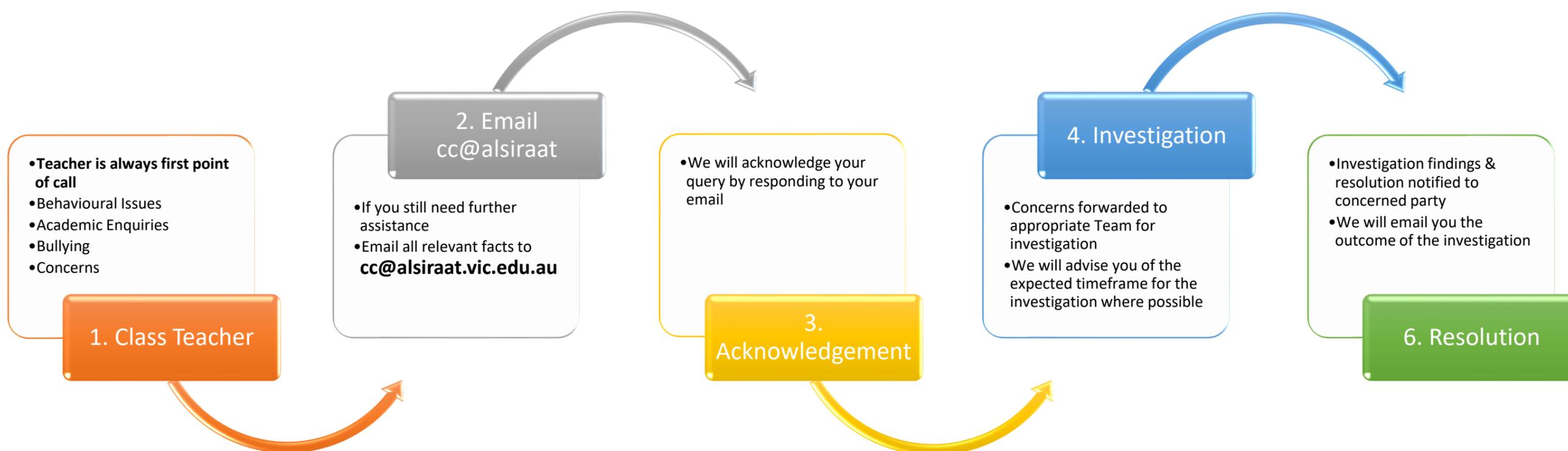


CUSTOMER CARE PROCEDURE



All Parents have inquiries in regards to their children's schooling from time to time. We can assist with all of your requests in a timely manner if the customer care procedure is followed, allowing time for a thorough investigation of all the relevant information. We need time to determine the facts allowing for an appropriate resolution. Always speak to your child's class Teacher first as most concerns can be resolved by the Teacher.

The class Teacher knows more about your child than anyone else!