

Series of communications on this topic. To protect the privacy, the names of persons involved in this communication are changed.

Original letter to Mr. René Robert via Post Canada

July 19, 2010

Attention: Vice principle René Robert

Dear Mr. René,

I am dad of Michael Jiang. I am quite disappointed to know that Michael could not enter your school (grade 3) in September. This disappointment is not only from result of your decision but also from the process of decision.

Around mid of June, I visited your school to ask if you have place available for the third grade this year. Your secretary Anna asked me if Michael is in the waiting list. I confirmed with positive response. In the afternoon of the same day, I phoned her and she told me that she could not find the file of Michael. Next day my wife and I visited the school again and was notified Michael's file was found. At same time, we met you and you asked us for the latest academic report of Michael. We offered you the report and you told me that during the next day, we would be notified the result.

At the end of the next day (it was Thursday), I called your office and Maria told me that you were really busy and had no time to evaluate Michael's file. But she told me that you would give me the result on Friday (the next day). I truly understood this. At the end of Friday, I called you again and was notified by Melanie you were very busy that day and you would not forget Michael. This time you said you could not give the specific date on this but before school year, we would get your final decision.

We kept waiting for one week. No news from you. Please note that your decision is quite important for us. Because firstly we think Michael is qualified based on his performance in the current school. As I told you he skipped first grade because his teacher in kindergarten believed he was very advanced in the group. It was her who strongly recommended that it is better for Michael to enter your school in order to realize his full potential. And Michael is first student who skipped grade one in her approximate 20 years teaching experience. That is why we approached you. Secondly after researching your program, we believe it is very good (that's why we will send Michael's brother to same IBO program in Antoine-Brossard) and suitable to Michael. So we were desperately waiting for your decision. Almost every day, my wife would ask me one or two time: "Any news from international school?"

Around the end of June, I phoned your school once more and was told you would work until the week of July 5th. I waited until July 7th and called you again. This time Anne-Marie told me

that you left for vacation and left a note mentioning "There is no more place in grade three for Michael."

I was shocked by this reason and wondering if there are no more places, why you did not let us know at very beginning. You said you would evaluate Michael's file so we think Michael would have chance to join you this September. Maybe this is polite answer to express Michael is not qualified. Is it true? And we thought as soon as you had result, you would let us know and call us instead of getting result during the time I call you. Please understand how hesitate every time when I picked up phone and dialled the number, because I knew that I already called you many times and did not want to disturb you.

Could you please reply this mail? We would appreciate your feedback on this. We can be reached via email: fan_jiang@hotmail.com

I take time and courage to write you this note in order to let you understand our feeling and would like to have feedback from you. Hope you can improve this process in the future. We know we view all these from our own view of point and will understand you better if we are at your position. That's why your reply on this is important for mutual understanding.

Thanks for your time and attention on this.

Yours sincerely,

Fan Jiang Yongjing Hao

Michael's Dad Mom

Subject: Admission of Michael Jiang at GPIS

Date: Thu, 12 Aug 2010 14:28:19 -0400

From: Robert

To: Fan Jiang

Dear Mrs. Hao and Mr. Jiang,

I just came back from vacation to find the letter you sent me about your son Michael. First, let me extend to you my most sincere and deepest apology on the way you were informed that your son would not be admitted in grade three at our school this fall. I completely understand your legitimate frustration.

Like you mentioned in your letter, at the end of the school year, people at our office, including our secretaries, are very busy with tons of things to do before July closure. In about mid-June, we looked at the available places for the school year 2010-2011 and found we had some places to

offer. We started to accept applications and asked for students' files, for evaluation. Sometimes, when people come back with their child's file, this file does not meet our standards and we refuse the application. In this process, we try to keep an accurate count of files accepted versus available places, but, after reviewing our numbers, it appeared that this year, we accepted a few more applications than the number of available places. Please understand that, at the time, you asked us for a place, other students' files were under study and, because of the very busy period of the year, it was difficult to keep an accurate count of who had registered and who had not. There was also a possibility that some of the files under study would be refused, allowing us to keep on with registration.

As soon as I reached your son's file, I made my evaluation and it was very positive, as you may guess. Then I asked my secretary to give me the most accurate figures for registrations in grade three, including pending files. After close verification, we unfortunately found that our last place for grade three had already been filled out. Before I left school on Tuesday, July 6, before lunchtime, I asked my secretary to contact you to offer your son a place on our waiting list for grade four, next fall. It is only a lack of time that that led to the fact that you called the school first. Please believe that I am completely sorry that things happened that way.

In conclusion, let me reassure you that your son Michael has all the qualities and the necessary potential to be successful at our school and that, if you accept to place his name on our waiting list, we will be very happy to count him as one of our students as soon as a place becomes available.

With Regards,

René Robert
Vice-Principal

From: Fan Jiang
Sent: Friday, August 13, 2010 9:20 AM
To: Rene Robert
Cc: Hao, Yongjing
Subject: RE: Admission of Michael Jiang at GPIS

Dear Mr. Robert,

Thanks a lot for your reply. It's one of my believes that the open mutual communication can resolve any misunderstanding and confusion. We really appreciate you spent time on writing this note and we understand more about the situation from your explanation.

We are glad that you can put Michael Jiang on your waiting list. As you mentioned, anytime, even during the mid of semester, if you have an available place, please let us know. We will be happy to let Michael join your school to realize his full potential. We hope that intensive reading and interesting projects (I think this is what your school focuses on and what we value) can

enrich Michael's elementary school life.

Yours respectfully,

Fan

From: Rene Robert
Sent: August 13, 2010 10:22 AM
To: Fan Jiang
Subject: RE: Admission of Michael Jiang at GPIS

Mr. Jiang,

It will be our pleasure to contact you as soon as the situation evolves.

Have a nice day,

René Robert
From: Fan Jiang
Sent: Wednesday, August 18, 2010 10:24 AM
To: Rene Robert
Cc: Hao, Yongjing
Subject: RE: Admission of Michael Jiang at GPIS

Hi Mr. Robert,

Anna just told me that Michael is accepted by GPIS. We are very happy on this great news and would like to express our "Thank you" to you for the admission. My wife (Ms. Hao) will bring Michael to the school this Friday morning.

Thanks again and have a nice day!

Fan

From: Rene Robert
Sent: August 18, 2010 10:46 AM
To: Fan Jiang
Subject: RE: Admission of Michael Jiang at GPIS

Good morning Mr. Jiang,

Welcome to our school! I will be happy to meet your son and Mrs. Hao on Friday. I am happy about the outcome for your son and your family. I wish you all a great school year!

René Robert
Vice-Principal