

## **PARENT CONCERN PROTOCOL**

### **POLICY**

#### **1.0 GENERAL PRINCIPLES**

- 1.1 The Halifax Regional School Board (HRSB) is committed to addressing parent concerns in an efficient and respectful manner. Every reasonable effort will be made to resolve issues brought to the attention of the Board and its professional staff.
- 1.2 It is understood that all parent concerns should be addressed first by school staff through informal methods.
- 1.3 The *Parent Concern Reporting Form* (Appendix 1) may be used, at the request of the parent when all attempts to resolve the concern at the school have not been successful.
- 1.4 The Parent Concern Protocol provides a formal process to address concerns of parent(s)/guardian(s) related to students, staff or issues of home and school communication where other protocols do not exist. It is understood that special education programming/placement is addressed through Policy C.006; concerns related to issues of racism, cross-cultural understanding and human rights are addressed in Policy C.010; and suspension reviews or appeals processes are outlined in Policy B.013.
- 1.5 At any stage of the process, staff members and/or parent(s)/guardian(s) may access mediation support from the Human Resources Services Department of the Board or other services available to the Board.
- 1.6 While the objective of the Board's policy on parent concerns is to address concerns in a manner that is satisfactory to the parent, it is acknowledged that, from time to time, concerns will not be resolved to the complete satisfaction of the parent.

#### **Related Policies**

- A.008 Harassment
- B.013 Regional Code of Conduct
- C.006 Special Education
- C.010 Race Relations, Cross-Cultural Understanding and Human Rights in Learning
- D.007 Student Protection

## **2.0 PROTOCOL**

- 2.1 Concerns related to issues of racism, cross-cultural understanding and human rights and/or inappropriate behaviour of a sexual or criminal nature toward a student involving Board staff should be reported using the *Form C* (Policy A.008). If the issue remains unresolved, the parent can contact the School Administration Supervisor who will refer the matter immediately to the Director – Human Resource Services.
- 2.2 Concerns related to issues of racism, cross-cultural understanding and human rights and/or inappropriate behaviour of a sexual or criminal nature involving HRSB students should be reported using the *Form C* (Policy A.008). If the issue remains unresolved, the parent can contact the School Administration Supervisor.
- 2.3 Parent concerns related to classroom issues should be addressed with the teacher. If the issue remains unresolved, it should be directed to the principal. If still unresolved, the parent has the option to direct the concern to the School Administration Supervisor.
- 2.4 Parent concerns related to school administration issues should be addressed with the principal. If the issue remains unresolved, the parent may direct the concern to the School Administration Supervisor.
- 2.5 Where the parent has expressed concern about the actions of a staff member, the staff member will be so informed by the immediate supervisor.
- 2.6 If after addressing the concern at the school site and with a School Administration Supervisor the issue remains unresolved, the parent has the option to complete the ***Parent Concern Reporting Form*** (Appendix 1) and forward it to the Director – School Administration.
- 2.7 Where the parent is dissatisfied with the response of the principal and subsequently the School Administration Department, the Parent Concern Protocol Policy, following a systematic process, provides the parent the opportunity to appeal in writing to the Superintendent.
- 2.8 In exceptional circumstances, the Chair of the Board may uphold the decision of the Superintendent or refer the matter to the Board for a hearing, in-camera.

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### PROCEDURES

#### 1.0 PROTOCOL

- 1.1 When a parental concern remains unresolved after the issue is addressed with school staff and the School Administration Supervisor, the parent has the option of completing the *Parent Concern Reporting Form* (Appendix 1).
- 1.2 The *Parent Concern Reporting Form* can be forwarded through the school principal or directly by fax or mail to the Director – School Administration.
- 1.3 The School Administration Department will advise the principal of the receipt of the *Parent Concern Reporting Form* and its contents and ask for a written response (Appendix 2) including all relevant notes.
- 1.4 Where the parent is not satisfied with the response to the *Parent Concern Reporting Form* from the Director – School Administration, the parent may refer the matter, in writing, to the Superintendent for a decision.
- 1.5 Where the parent is not satisfied with the decision of the Superintendent, the parent may refer the matter, in writing, to the Chair of the Board stating the reasons for the appeal and the expected resolution.
- 1.6 The official file, including all relevant notes and meeting minutes, will be in the possession of the senior staff person at each step of the protocol.
- 1.7 In the event that the process includes an appeal to the Board, the official file will be retained in the office of the Superintendent for a period of at least one year from the date of the Board's decision after which the file will be destroyed.
- 1.8 To the extent possible and practical, concerns will be resolved in a timely fashion.



