Parent Concern Protocol

**What’s the Parent Concern Protocol?**

The Parent Concern Protocol establishes procedures for addressing trustees and parent’s concerns related to education. A concern can be a school-related problem or issue affecting a child/ren, families or the community.

**Procedures**

***Concern about a school policy, procedure, activity or event brought to the principal***

Actions may include:

* Advising a parent to discuss the concern directly with the teacher;
* Gathering information;
* Discussing the concern with the teacher;
* Meeting jointly with the teacher and parent;
* Consulting with the superintendent of education, other Board staff or the Board’s Legal Services;
* Referring the issue to the school council for discussion;
* Referring the concern to the superintendent of education (when parent disagrees with the decision and wants to appeal to a higher staff authority);
* If the concern is related to a policy or program, the principal will direct the parent to the appropriate person.

***Concern related to classroom, teacher or school brought to the superintendent of education***

Actions may include:

* Referring the parent to the principal;
* Gathering information;
* Discussing the concern with the principal;
* Making a final decision in consultation with the principal and informing the parent and principal on the outcome;
* Referring the concern to the appropriate person.

***Concern about a particular school or group of schools brought to the director of education or chair of the board***

Actions may include:

Referring the matter to the appropriate superintendent(s) of education, central superintendent(s) or local trustee.

**Guidelines for Parents**

* Present your concern in a respectful manner;
* Allow a reasonable amount of time for addressing and resolving your concern;
* Talk first with the staff person(s) responsible for the area to which the concern is related;
* If your concern is about a school policy or program, please direct it to the school council;
* If your concern is about a Board policy or program, please direct it to the superintendent of education, central staff or trustee as appropriate;
* Keep an open mind when receiving advice from staff or a trustee;
* Ensure confidentiality is maintained when dealing with personal or private information.