# Special Education

# Parent Concern Protocol

## What is 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.

## 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 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.

## 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.

For more information about special education, please visit the TDSB website at www.tdsb.on.ca/SpecialEducation