

TITLE OF PROTOCOL: Addressing Public Concerns Protocol

DATE: September 17, 2015

PURPOSE:

Peterborough Victoria Northumberland Catholic District School Board (PVNCCDSB) is committed to building strong relationships with students, parents, parish and the larger community.

PVNCCDSB believes that questions or concerns from parent(s)/guardian(s) or the community, should be dealt with at the level closest to the issue in a fair, respectful and effective manner.

ALIGNMENT WITH MULTI-YEAR STRATEGIC PLAN:

The Addressing Concerns and Questions Protocol supports the board's vision *Achieving excellence in Catholic Education through Learning, Leadership and Service* and aligns with the strategic priority: Ensure our structures, processes, relationships, and actions reflect our Gospel and Catholic Social Teachings.

PROTOCOL:

Parent/Guardian:

If a parent/guardian has a concern about a school matter, the following procedures for review of the issue are available to the parent/guardian.

Step 1: Review of the issue with the staff person directly involved (eg. child's teacher, early childhood educator, etc...).

The parent/guardian should review a concern or issue with the teacher/staff person at a mutually convenient time.

Step 2: Review by the School Principal

If the parent/guardian and the teacher /staff person are not able to resolve the issue, the parent/guardian may request that the matter be reviewed by the school principal (or designate). The principal (or designate) will review the issues and work to resolve the matter as quickly as possible.

Step 3: Review by the School's Superintendent of Education

If the parent/guardian and the school principal are not able to resolve the issue, the parent/guardian may request that the matter be reviewed by the school's Superintendent of Education. The Superintendent will review the matter as it relates to established policies and procedures and will respond to the parent/guardian about his/her concern.

Step 4: Review by Director of Education

If the parent(s)/guardian(s) and the Superintendent are not able to resolve the issue, the parent(s)/guardian(s) may request the matter be reviewed by the Director of Education. The Director of Education (or designate) will review the matter and respond to the parent(s)/guardian(s) about the concerns.

Representative of the Parent(s)/Guardian(s):

From time to time the parent/guardian may believe or feel that they need support in order that they can adequately address their child's interests. This support may be necessary while parent(s)/guardian(s) are attending meetings with the staff employed by the Board.

Parent(s)/guardian(s) have the right to have a representative of their choosing in attendance at meetings with staff, subject to any limitations established in these procedures. Any costs/expenses associated with such a representative are the responsibility of the parent(s)/guardian(s).

Principals, staff and parents/guardians will be notified in advance of a meeting as to who is anticipated to be in attendance.

A representative supporting the parents/guardians must agree, at the outset of or in advance of the meeting, to respect and maintain the confidentiality of any matter discussed at a meeting between parents/guardians and staff.

Matters that should not be discussed with Staff

Although the subject matter of meetings between parents/guardians and staff (including meetings at which a representative or a parent/guardian is present) may be fairly broad, these meetings will generally relate to the education of the parent(s)/guardian(s), students(s) at the school in question. However, there are certain matters that staff are unable to discuss with parents or guardians.

Such matters that cannot be discussed include, for example, personal details or disciplinary measures concerning other student(s), and personal details related to staff or performance issues related to staff.

In the event that discussion cannot be limited to the subject matter that led to the meeting (generally the education of the parent(s)/guardians(s), student(s) at the school in question), as necessary, staff will bring closure to any meeting which becomes a discussion of personal details concerning other students or personal details about staff or issues relating to staff performance.

Role of Trustees:

Parents or guardians may contact trustees at any time. Trustees will facilitate the communication process between the parent/guardian and the appropriate staff and provide information and direction. Trustees shall direct the parent or guardian to the process which should be followed in resolving any concerns or to the appropriate person or step in the process (dependent on the steps the parent(s)/guardian(s) have already undertaken to resolve the concerns at the time the trustee is contacted) but shall not act as a representative of the parents or guardians.

Role of Catholic School Councils:

School councils were established to advise principals on matters such as the school curriculum and code of student behaviour. They are not forums to discuss individual parent/guardian-teacher-student issues. Any of these matters brought to a school council member or any school council meeting will be referred immediately to the principal.