

ADMINISTRATIVE PROCEDURE 155	
SECTION: GENERAL ADMINISTRATION	
Adopted/Original Date of Issue	2012
<input type="checkbox"/> Last Reviewed <input checked="" type="checkbox"/> Revised	2024
Next Review Date	2029
Contact	Executive Council

PARENT / GUARDIAN COMMUNICATION AND RESOLUTION

BACKGROUND

The Renfrew County District School Board is committed to open communication with families and all educational partners. This administrative procedure confirms the commitment of the district to be proactive and inclusive in employing diverse strategies to respond to parents/guardians and attract their input and engagement, in support of student achievement and well-being. The Board values and encourages an open and trusting culture and the resolution of conflicts within a process that is accountable, transparent, and respectful of the complainant.

PROCEDURES

1. Parent/Guardian Information

School boards must make parents of students enrolled in publicly funded schools aware of the information available to them to support their active involvement in their child's education, and how to access it. This information must be made publicly available on the school board's website. Information on school board websites must, at minimum, reflect the information outlined in the Ministry of Education's Your Child's Education: A Parent Guide to Our School System.

At a minimum, school boards must ensure parents are aware of this information and how to access it:

1. upon registration of a new pupil.
2. at the start of each school year.

School boards should also:

Communicate directly with its Parent Involvement Committee (PIC) chair/co-chairs and chair/co-chairs of each of its school councils on where to access this information and encourage its PIC and school councils to communicate this information to their parent communities. Provide the information in various formats and languages. Ensure the information on the school board's website is reviewed and updated regularly.

2. Communication Protocol for Responding to Parent/Guardian Inquiries

2.1 Process

The Board's role is to resolve conflicts which are in the best interest of students. The Board recognizes that differences of opinion and concerns may arise during a school year. This procedure outlines the steps to follow towards a fair, respectful, and effective resolution. If a parent/guardian has a concern about a school or classroom matter, the parent/guardian shall be advised to consider the following steps in order to facilitate effective communication:

Step 1: Discussion with Classroom Teacher:

The parent/guardian should discuss a concern or issue with the classroom teacher at a mutually convenient time.

***NOTE:** There are certain matters that staff members are unable to discuss with parents/guardians. Matters that normally cannot be discussed include personal, confidential details concerning other students or the staff.*

Step 2: Discussion with Your School Principal or Designate:

If the parent/guardian and the teacher are not able to resolve the issue, it should be discussed with the school principal (or designate). The Principal (or designate) will gather facts from everyone involved to clarify the problem and work to resolve the matter as quickly as possible.

Step 3: Discussion with School Superintendent:

If the parent/guardian and the school principal are not able to resolve the issue, the parent/guardian may discuss the issue with the school superintendent. The superintendent will review the matter as it relates to established policies and procedures and will respond to the parent/guardian about their concern.

Step 4: Discussion with the Director of Education

If the parent/guardian and the school superintendent are not able to resolve the issue, the parent/guardian may discuss the issue with the Director of Education. The Director of Education will review the matter and respond to the parent/guardian about the concern.

The above process is represented in Appendix A: How to Get Help at the RCDSB and can be accessed on the homepage of the board website.

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

2.2.1 Parents/guardians 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 parents/guardians.

2.2.2 If a parent/guardian is expecting a representative to attend a meeting, board staff must be notified in advance of the meeting regarding the representative anticipated to be in attendance.

2.2.3 The role of the representative will be to make a positive contribution towards providing the parent with support.

2.3 Contacting a Trustee

2.3.1 A parent/guardian may contact a trustee at any time. As advocates for excellence in education, trustees can help parents navigate through the process of getting assistance with a matter.

2.3.2 A trustee will not act as the official representative of the parents. The trustee will assist and direct the parent to the process to be followed in resolving concerns or may direct the parent to the person who may provide information to the parent.

2.4 Role of School Councils

2.4.1 School councils were established to advise principals on matters such as the school curriculum and code of conduct. They are not forums to discuss individual parent concerns. Any of these matters brought to a school council member or any school council meeting will be referred to the principal and appropriate procedure will be followed.

2.5 Protocol Expectations

2.5.1 Recipients of a parent inquiry must acknowledge the inquiry within two business days. The Board must make efforts to provide an estimated date of response if a parent inquiry cannot be fully addressed within five business days of receipt.

2.5.2 The Board must include an overview of the communication procedure, including the intended goals and outcomes of their communication

2.5.3 Responses to parent/guardian inquiries must be conducted in a clear manner that is easily understood by a parent/guardian, and include relevant and accurate information (that does not breach privacy and confidentiality) that addresses the specific inquiry.

2.5.4 School boards are required to post the protocol on their public website and must make parents aware of the protocol and how to access it upon registration of a new pupil and/or at the start of each school year.

LEGAL REFERENCES

Bill 8, Public Sector and MPP Accountability and Transparency Act, 2014
Education Act, S. 218
Education Act, S. 169.1 Positive School Climate
Education Act Part XIII – Behaviour, Discipline and Safety
Ontario Regulation 298, Operation of Schools S11 Duties of Principals
PPM No. 128 The Provincial Code of Conduct and School Board Codes of Conduct
PPM No. 145 Progressive Discipline and Promoting Positive Student Behaviour
Municipal Freedom of Information and Protection of Privacy Act
PPM No. 170 School Board Communication with Parents
Parents in Partnership: A Parent Engagement Policy for Ontario Schools, 2010

RCDSB REFERENCES

Appendix “A” - “How to Get Help at the RCDSB” (Flowchart)

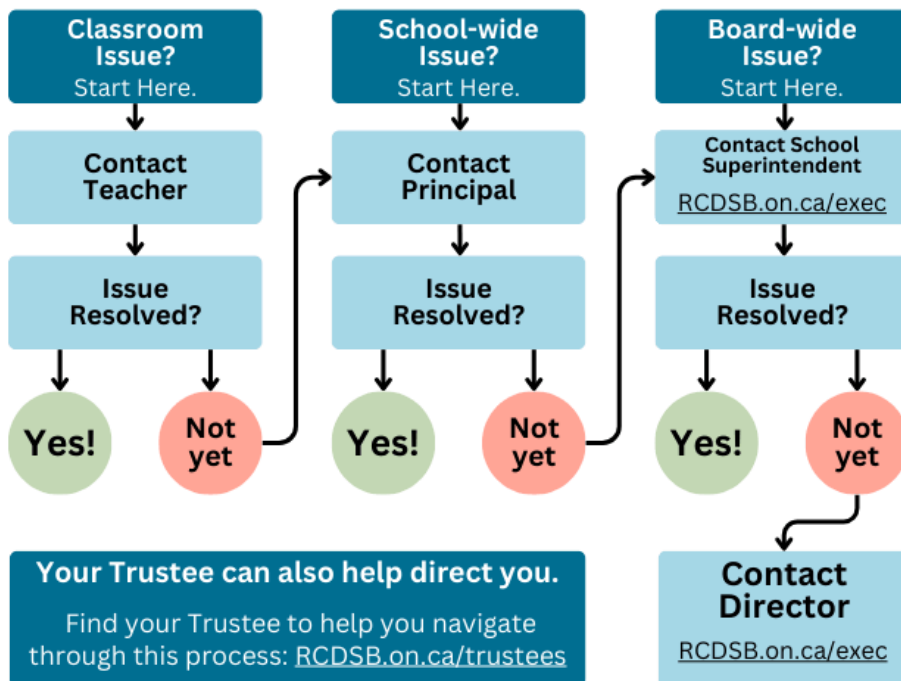
Procedure History

Approved:	May 2012; September 2015; November 2024
Reviewed:	September 2015; November 2024
Revised:	September 2015; November 2024

Appendix "A"

HOW TO GET HELP AT THE RCDSB

PARENTS & GUARDIANS:



MEMBERS OF OUR COMMUNITIES:

