

**Parent Concern Protocol (Operational Procedure PR505) Section 5.7 Guidelines for Parents**

In bringing concerns to staff or trustees, parents will strive to:

(a) Present their concerns to staff or trustees in a respectful manner which allows the opportunity for due consideration of the concern;

(b) Allow for a reasonable timeline for addressing and resolving the concern; (c) Address the concern first to the staff person(s) responsible for the area to which the concern directly relates, unless circumstances warrant raising the concern with staff at a higher level;

(d) Direct the concern to the school council where the concern relates to a school policy or program matter which can be more appropriately addressed by the council;

(e) Direct the concern about a Board policy or program matter to the appropriate Superintendent of education, central staff, or trustee where the concern should be addressed at those levels;

(f) Maintain an openness to receiving the information and advice that may be offered by staff or trustees as possible resolutions to the concern;

(g) Ensure that confidentiality is maintained concerning personal or private matters addressed by all parties.

**Board Code of Conduct (Operational Procedure PR585) Section 6.3 (d) Parents**

Parents play an important role in the education of their children and can support the efforts of school staff in maintaining a safe and respectful learning environment for all students. Parents fulfil their role when they:

● are engaged in their child’s school work and progress;

● show respect for the Principal and school staff;

● communicate regularly with the school;

● help their child to be appropriately dressed and prepared for school; ● ensure that their child attends school regularly and on time;

● promptly report to the school their child’s absence or late arrival; ● become familiar with the provincial Code of Conduct, and if applicable, the school’s Code of Conduct;

● encourage and assist their child in following the rules of behaviour; ● assist school staff in dealing with disciplinary issues involving their child.