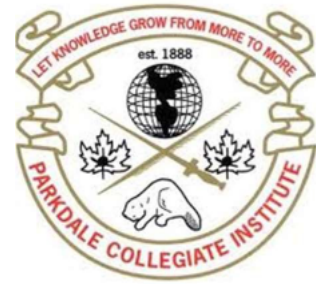


Parkdale Collegiate Institute  
"Let knowledge grow from more to more"-  
A.F. Tennyson



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## PARENT/CAREGIVER/STUDENT CONCERN PROTOCOL

### OBJECTIVE

To outline the procedures for addressing educational concerns brought to staff by parents. Appropriate flexibility will be exercised in implementing these procedures to suit individual circumstances.

### DEFINITIONS

Concern A school-related problem or issue affecting a child/children, families or the community, which is perceived to require the attention of the school or the Board.

Parent Parent includes guardian or any caregiver with recognized responsibility for the care of the student; in this document the word parents includes families, and parent groups.

### PROCEDURES

#### *Classroom Concerns Brought to the Principal/IB Coordinator*

If a parent/student brings a concern to the principal about a classroom or teacher-related matter, the principal/coordinator will undertake one or more of the following actions depending on the nature of the concern and its circumstances:

- (a) Advise the parent to discuss the concern directly with the teacher and resolve it at that level;
- (b) Gather any relevant information to determine the facts and circumstances;
- (c) Discuss the concern with the teacher and offer advice to the teacher where advice is required to resolve the concern, and inform the parent of the outcome;
- (d) Meet jointly with the teacher and the parent to discuss the concern where the principal/coordinator determines that such a meeting will resolve the concern;
- (e) Consult with the superintendent of education, other Board staff, or the Board's Legal Services where required, in order to assist in resolving the concern;
- (f) Refer the concern to the superintendent of education if the parent does not agree with the decision of the principal and wishes to appeal to a higher staff authority;
- (g) Where the principal refers the concern to the superintendent of education, the

superintendent of education will consult with the principal and parent, make a final decision and communicate the decision to the principal and parent.

### *School Concerns Brought to the Principal/IB Coordinator*

If a parent/student brings a concern about a school policy, procedure, activity, event, or situation to the principal/coordinator, the principal/coordinator will undertake one or more of the following actions depending on the nature of the concern and its circumstances:

- (a) Contact the parent to discuss and resolve the concern
- (b) Gather any relevant information to determine the facts and circumstances;
- (c) Consult with the superintendent of education, other Board staff, or the Board's Legal Services where required, in order to assist in resolving the concern;
- (d) Refer the matter for school council discussion and advice where the concern relates to a matter appropriate for school council consideration;
- (e) Refer the concern to the superintendent of education if the parent does not concur with the decision of the principal and wishes to appeal to a higher staff authority;
- (f) Where the principal refers the concern to the superintendent of education, and/or the parent brings the concern directly to the superintendent of education, the superintendent of education will consult with the principal and parent, make a final decision and communicate the decision to the principal and parent;
- (g) Where the parent brings a concern about a policy or program matter which is beyond the scope or jurisdiction of the school to address, the principal advises the parent of the appropriate person(s) to whom such concern should be directed, and assists the parent with the referral where necessary.

### Guidelines for Parents/Students

In bringing concerns to staff, parents will strive to:

- (a) Present their concerns to staff 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 as possible resolutions to the concern;

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

*The PCI Parent/Student Concern Protocol is adapted from the Toronto District School Board - Parent Concern Protocol. The Parkdale Collegiate Institute school community reviews the document whenever the need arises.*

Reference Document/Adapted:

Toronto District School Board - Operational Procedure PR505