

## Parent/Guardian Concern Policy

### Policy Overview

The policy provides a framework for parent(s)/guardian(s) to follow when they have concerns regarding their child who is currently enrolled in a school of the Halifax Regional School Board. It is a formal process which outlines the actions necessary to efficiently and respectfully deal with parent/guardian concerns. The purpose of the policy is to ensure that appropriate and reasonable actions are followed to resolve issues at the school level and if this is not possible, provides a process for a parent/guardian to follow to seek further support with their concerns.

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### Policy and Procedures History

- Policy approved November 28, 2000
- Procedures approved November 28, 2000
- Policy revised May 18, 2005, December 19, 2007 and October 25, 2017
- Procedures revised May 18, 2005 and October 25, 2017

### 1.0 Legislative Context

The Parent/Guardian Concern Policy aligns and complies with the following:

- 1.1 *Nova Scotia Education Act 2015*
- 1.2 *Provincial School Code of Conduct Policy*
- 1.3 *HRSB C.010 Race Relations, Cross-Cultural Understanding and Human Rights in Learning*
- 1.4 *HRSB D.010 Respectful Workplace*

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## **2.0 Principles**

- 2.1 The Halifax Regional School Board (HRSB) is committed to addressing parent/guardian concerns in an efficient, confidential and respectful manner. Every reasonable effort will be made to resolve issues brought to the attention of the Governing Board members and its professional staff.
- 2.2 The Halifax Regional School Board believes that concerns should be addressed first by school staff and if possible to be resolved at the school level. Resolving concerns at the school level helps to ensure a continuing relationship between home and school.
- 2.3 The Halifax Regional School Board recognizes that sometimes parent(s)/guardian(s) require the support of a friend, family member or external advocate to have concerns addressed.
- 2.4 The formal process outlined in the procedures can be entered into at the request of the parent/guardian when all attempts to resolve the concern at the school have not been successful.
- 2.5 This policy provides a formal process to address concerns of parent(s)/guardian(s) related to current students, staff, or issues of home and school communication where other policies do not exist. It is understood that special education programming/placement is addressed through policy *C.006 Special Education*; concerns related to issues of racism, cross-cultural understanding and human rights are addressed in policy *C.010 Race Relations, Cross-Cultural Understanding and Human Rights in Learning*; and suspension reviews or appeals processes are outlined in the *Nova Scotia Education Act (Section 122)*.
- 2.6 While the objective of the Board's policy on parent/guardian concerns is to address concerns in a manner that is satisfactory to the parent/guardian, it is acknowledged that, from time to time, concerns will not be resolved to the complete satisfaction of the parent/guardian.
- 2.7 To the extent possible and practical, concerns will be resolved in a timely manner.
- 2.8 The Superintendent will distribute this policy to parent(s)/guardian(s) on a semi-annual basis.
- 2.9 The Superintendent will provide an annual update to Governing Board members regarding the number and nature (if appropriate) of Parent/Guardian Reporting Form A(s) that come forward to the Director of School Administration.

**3.0 Authorization**

- 3.1 The Superintendent is authorized to develop and implement procedures in support of this policy.

**4.0 Policy Review**

- 4.1 This policy will be reviewed every five (5) years or on an as needed basis.

## Parent/Guardian Concern Procedures

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#### 1.0 Procedures

**Appendix A: Parent/ Guardian Concern Reporting Form A**

**Appendix B: Principal's Response to the Parent/ Guardian Concern**

**Appendix C: Flowchart**

#### 1.0 Procedures

- 1.1 Parent/guardian concerns related to **classroom issues** should be addressed with the teacher. If the issue remains unresolved, it should be directed to the principal. If still unresolved, the parent/guardian may direct the concern to the School Administration Supervisor. Contact information is available through the HRSB website.
- 1.2 Parent/guardian concerns related to **school administration issues** should be addressed with the principal. If the issue remains unresolved, the parent/guardian may direct the concern to the School Administration Supervisor.
- 1.3 Where the parent/guardian has a concern with a staff member, and the parent/guardian is not comfortable addressing the concern directly with that staff member, the concern should be shared with the staff member at the appropriate time by the principal. The principal will investigate the concern and meet with the parent/guardian to discuss a resolution. If the issue remains unresolved it may be directed to the School Administration Supervisor.
- 1.4 When a parent/guardian concern remains unresolved after the issue is addressed with school staff and the School Administration Supervisor, the parent/guardian has the option of initiating a formal process by completing the Parent/Guardian Concern Reporting Form (Appendix A).
- 1.5 The Director of School Administration will advise the principal of receipt of the Parent/Guardian Concern Reporting Form and its contents and ask for a written response (Appendix B) including all relevant notes.

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- 1.6 The Director of School Administration will investigate the parent/guardian concern and provide a written response to the parent/guardian within 30 days of receipt of the Parent/Guardian Concern Reporting Form.
- 1.7 Where the parent/guardian is not satisfied the concern has been addressed and/or new information comes forward following the response from the Director of School Administration, the parent/guardian may refer the matter, in writing, to the Superintendent (or designate).
- 1.8 The decision of the Superintendent (or designate) is final. Documentation related to the Parent/Guardian Concern Reporting Form shall remain on file with the Senior Staff Advisor.



## Parent/Guardian Concern Reporting Form A

[To be completed by the parent/guardian]

### CONFIDENTIAL

School: \_\_\_\_\_

Principal: \_\_\_\_\_

Name of Student: \_\_\_\_\_

Name of Parent/Guardian: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Contact Information: \_\_\_\_\_

Grade: \_\_\_\_\_

#### Summary of Concern:

Please include when the issue occurred, the names of those involved and other relevant details (include steps taken at the school site).

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This form can be dropped off at your area school, or can be mailed/or faxed to the following address:

**Director-School Administration**  
**Halifax Regional School Board**  
**33 Spectacle Lake Drive**  
**Dartmouth, NS**  
**B3B 1X7**

or

**Fax: 902-464-2254**

An electronic copy of the form can be requested at your area school and emailed to [nfielden@hrsb.ca](mailto:nfielden@hrsb.ca)

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# Principal Response to the Parent/Guardian Concern Reporting Form

[To be completed by the principal/designate]

## CONFIDENTIAL

School: \_\_\_\_\_

Principal: \_\_\_\_\_

Name of Student: \_\_\_\_\_

Name of Parent/Guardian: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Contact Information: \_\_\_\_\_

Grade: \_\_\_\_\_

### Actions Taken:

Principal Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Send Copy to Director of School Administration**

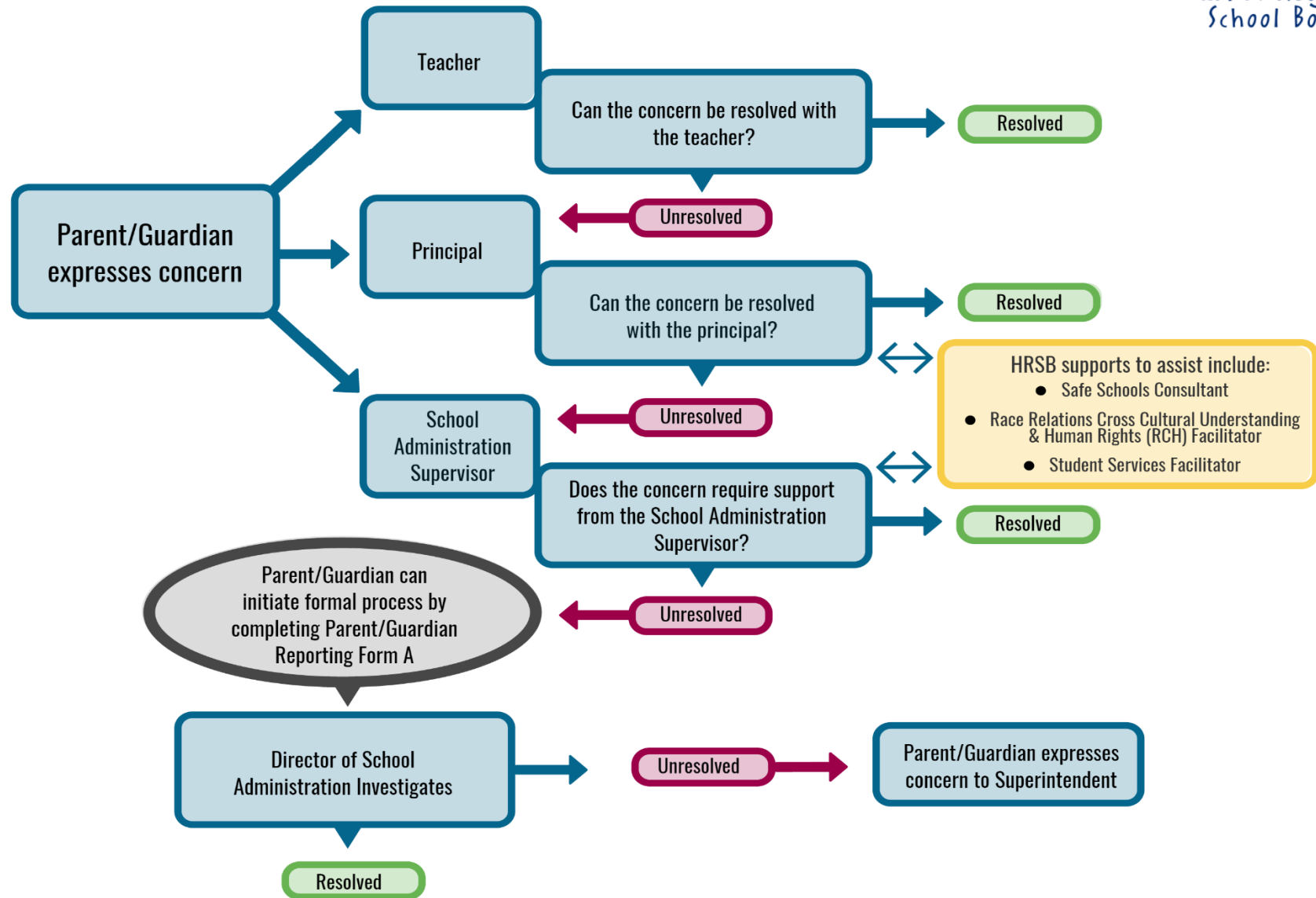
### Parent/Guardian Concern Procedures

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# Parent/Guardian Concern Policy

## Appendix C



### Parent/Guardian Concern Procedures

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