

RAINBOW DISTRICT SCHOOL BOARD

POLICY & PROCEDURES MANUAL		P.8.06
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POLICY STATEMENT

P.8.06 **PARENT/GUARDIAN COMMUNICATION**

THE BOARD BELIEVES AND ADVOCATES THAT THE INVOLVEMENT OF PARENTS/GUARDIANS ENRICHES THE LEARNING ENVIRONMENT AND DIRECTLY CONTRIBUTES TO SUCCESSFUL STUDENT ACHIEVEMENT. THEREFORE, THE BOARD WILL FACILITATE COMMUNICATION WITH PARENTS.

OPERATIONAL PROCEDURES

OP.8.06 **PARENT/GUARDIAN COMMUNICATION**

If a parent/guardian has a concern about a school matter the parent/guardian shall be advised to consider the following steps in order to facilitate best communication:

PLEASE NOTE :There are certain matters that staff are unable to discuss with parents/guardians. Such matters that normally cannot be discussed include personal confidential details concerning other student(s), and/or staff.

Step 1 Discussion with classroom teacher

The parent/guardian is encouraged to make an appointment in order to avoid disruption to instruction, ensure confidentiality and be respectful of time constraints.

Step 2 Discussion with school principal/designate

If the parent/guardian and the teacher are not able to resolve the concern, the parent/guardian may discuss the concern with the principal/designate. The parent/guardian is encouraged to make an appointment and the principal/designate may ask the parent/guardian to put his/her concerns in writing. The principal/designate will gather facts from everyone involved to clarify the problem and work to resolve the matter as quickly as possible. Basic to every resolution is the Board's expectation that employees, students and parents will follow school and Board policies and procedures.

Step 3 Discussion with appropriate Superintendent

If the parent/guardian and the school principal/designate are not able to resolve the matter, the parent/guardian may contact the appropriate superintendent. The superintendent will review the matter as it relates to established policies and procedures and respond to the parent/guardian about his/her concerns.

Step 4 Discussion with Director of Education

If the parent/guardian and the superintendent are not able to resolve the issue, the parent/guardian may discuss the issue with the Director of Education.

Trustees

A parent/guardian may contact trustees at any time. As advocates for excellence in education, trustees may act on constituent complaints or requests and help find a resolution by working with appropriate board staff. However a trustee will not act as the official representative of the parent/guardian but will assist and direct the parent/guardian to the process to be followed in resolving concerns or may direct the parent/guardian to the person who may provide information to the parent/guardian.

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

Parents/Guardians have the right to have a representative of their choosing in attendance at meetings with staff, subject to these procedures. Any costs/expenses associated with such a representative are the responsibility of the parents/guardians.

If a parent/guardian is expecting a representative to attend a meeting, Board staff must be notified in advance of the meeting as to who is anticipated to be in attendance.

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

A representative supporting the parent/guardian must agree in advance of the meeting, to respect and maintain the confidentiality of any matter discussed at the meeting.