



ADMINISTRATIVE PROCEDURE STUDENTS, PARENTS & COMMUNITY	
Effective:	JUNE 25, 2014
Last Revised:	

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PARENT / GUARDIAN COMMUNICATIONS

1. PURPOSE

Rainbow District School Board recognizes that parents are the most important partners in education. This administrative procedure confirms the commitment of the board to be proactive and inclusive in employing diverse strategies to respond to parents, attract input from parents, and to facilitate parent engagement in support of student achievement and well-being.

2. DEFINITIONS

Parent: Every use of “parent” in this procedure includes guardians.

Parent Engagement: Parent engagement refers to the partnerships established to support student achievement and well-being in alignment with the Ministry of Education’s Parent Involvement Policy and Parent Engagement Policy.

3. APPLICATION

This administrative procedure applies to all parents, students, staff members, and trustees of the Rainbow District School Board educational community.

PROCEDURES

4. General Expectations

- 4.1 The board believes and advocates that the involvement of parents enriches the learning environment and directly contributes to successful student achievement. System and school administrators, and teaching and support staff members will provide parents with the information they need to support their children’s education.
- 4.2 A variety of communication procedures shall be developed and maintained at the school and system levels to provide access to information needed by parents and to ensure that all parents have opportunities to participate in their child’s education.

5. Procedures to Address Parental Concerns

- 5.1 If a parent has a concern about a school matter, the parent shall be advised to consider the following steps in order to facilitate effective communication:

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

5.1.1 **Step One:** Discussion with Classroom Teacher

The parent is encouraged to make an appointment with the classroom teacher in order to avoid disruption to instruction, ensure confidentiality, and to be respectful of time constraints.

5.1.2 **Step Two:** Discussion with School Principal or Designate

If the parent and the teacher are not able to resolve the concern, the parent may discuss the concern with the principal or designate. The parent is encouraged to make an appointment and the principal or designate may ask the parent to put his/her concerns in writing. The principal or 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 staff members, students, and parents will follow school and board policies and procedures.

5.1.3 **Step Three:** Discussion with Appropriate Superintendent

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

5.1.4 **Step Four:** Discussion with the Director of Education

If the parent and the superintendent are not able to resolve the issue, the parent may discuss the issue with the director of education.

6. **Contacting a Trustee**

6.1 A parent may contact a trustee 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 the appropriate board staff.

6.2 However, a trustee will not act as the official representative of the parent. 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.

7. **Representative of the Parent(s)**

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

- 7.2 If a parent 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.
- 7.3 The role of the representative will be to make a positive contribution towards providing the parent with support.
- 7.4 A representative supporting the parent must agree, in advance of the meeting, to respect and maintain the confidentiality of any matter discussed at the meeting.

REFERENCE DOCUMENTS

Legal:

Education Act, Section 169.1 Positive School Climate
Education Act, Section 266 Pupil Records Privileged
Education Act Part XIII—Behaviour, Discipline and Safety
Ontario Regulation 298 Operation of Schools S 11 Duties of Principals
Ontario Regulation 437/97 Professional Misconduct
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
Ontario Parent Involvement Policy 2005
Parents in Partnership: A Parent Engagement Policy for Ontario Schools, 2010

Board:

Board Policy No. GOV-01 Vision, Mission, and Values
Board Policy No. GOV-12 Learning and Working Environment: Safe Schools
Board Policy No. GOV-14 Parent and Community Relations
Strategic Directions for Rainbow Schools
Rainbow District School Board *Code of Conduct*
Rainbow District School Board Confidentiality Agreement
Rainbow District School Board Confidentiality Agreement: Support Person—Website: *Special Education Plan*