

	<b>EDUCATION</b>	<b>PRO III-A-4</b>
<b>STRAIT REGIONAL SCHOOL BOARD</b> <i>Excellence in Lifelong Learning</i>  <b>PROCEDURES</b>	<b>School Organization and Administration Parent/Guardian Concern Protocol</b>	
	Adopted:	November 1, 2006
	Revised:	June 1, 2011 December 5, 2012
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### Parent/Guardian Concern Protocol

**It is essential that all steps in this protocol are completed in sequence with the aim of resolution at the school level whenever possible.**

1. The Strait Regional School Board believes that problem-solving begins at the school level. The parent/guardian must first discuss the issue with the teacher(s).
2. If the issue remains unresolved, the next step is for the parent/guardian to consult with the school administration.
3. The teacher, school administration and parent/guardian should make every effort to resolve matters at the school level.
4. When the school administration becomes involved, they will verbally advise the parent/guardian of their recommendation and rationale for the school decision. When a written response is requested by the parent/guardian, the school administration will respond within ten (10) business days. Please refer to the attached Appendix A.
5. In instances when a parent/guardian is not satisfied with the written response from the school administration, he/she should direct the issue in writing, within 20 business days, to the Strait Regional School Board's Superintendent of Schools by completing the Parent/Guardian Concern Reporting Form contained in Appendix B.
6. Written parent/guardians concerns will not be processed if the required, preceding steps and written documentation at the school level have not been completed.
7. The Superintendent of Schools will review each Parent/Guardian Concern and designate a Director to lead the response to the parent/guardian. Several Directors may be involved in responding to the parent/guardian concern in a collaborative manner in order to fully address all aspects of the parent/guardian concern.
8. Upon receipt of the Parent/Guardian Concern Reporting Form, the Director(s) will notify the school administration and the local school board member of the parent/guardian concern. In addition, issues that relate to African Nova Scotia or First Nations communities shall also be discussed with the respective school board member.

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9. Within ten (10) business days of receiving the Parent/Guardian Concern Reporting Form, the Director(s) will process the written parent/guardian concern, confer with the parent/guardian and school administration and provide a written response to the parent/guardian.
10. If the parent/guardian does not agree with the written response of the Director(s), the issue may be appealed, in writing, within ten (10) business days of receiving the decision of the Director, to an Appeals Committee consisting of the Superintendent of Schools and two Board Members. Please use the attached Appendix C: Parent/Guardian Notification of an Appeal of a Parent/Guardian Concern. The two Board Members will be selected on a rotational basis with the exception of those board member(s) involved in the discussion outlined in Guideline # 8 above. The request must include a timeline, the reason for an appeal and the expected resolution.
11. Within twenty (20) business days of receiving the notice of the appeal, the Appeals Committee shall hold a hearing and confirm, revoke or vary the decision of the Director(s).
12. Upon receipt of a written appeal request, the Board Secretary will consult with all parties involved to establish a mutually convenient date and time for the appeal and the right of the parent/guardian to appear in person with or without one support person (personal or professional). If the parties involved choose not to participate in the appeal process, the appeal panel will meet at the predetermined date and time to render its decision.
13. The appeal panel may request others to attend at its discretion.
14. The format of the appeal hearing is as follows:
  - a. Welcome
  - b. Introduction of all present
  - c. Introduction of the concern
  - d. Parent(s)/student/support person presents an overview of his/her concern
  - e. Director(s)/school administration presents an overview of his/her decision
  - f. Questions of clarification from appeal panel members
  - g. All presenters leave
  - h. Panel members deliberate on the information presented and possible options
  - i. Hearing concludes
15. Participants are expected to be respectful of all others in the appeal hearing, and listen quietly while others present information to the appeal panel. There is no cross examination of presenters. Appeal panel members may ask questions of each presenter through the Chair of the panel.
16. Within three (3) business days of the hearing, the Superintendent, on behalf of the panel, shall notify in writing, as appropriate, the parent/guardian, school administration and Director of the decision of the Appeals Committee.

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17. The decision of the Appeals Committee shall be final and binding.

18. In an appeal process, the official file will be retained in the office of the Superintendent of Schools for a period of at least one year from the date of the Appeals Committee decision, after which the file will be destroyed.

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**Appendix A – School Administration Response to the Parent/Guardian Concern**

**Confidential**

School: \_\_\_\_\_ Principal/Designate: \_\_\_\_\_

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

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

Parent(s)/Guardian(s): \_\_\_\_\_

Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

**Summary of Concern (Please add separate sheet if more space is required):**

Date/Particulars of Concern:

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Actions Taken by the School Administration:

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**Signature of Principal:** \_\_\_\_\_ **Date:** \_\_\_\_\_

	<b>EDUCATION</b> <span style="float: right;"><b>PRO III-A-4</b></span>									
<p style="text-align: center;"><b>STRAIT REGIONAL SCHOOL BOARD</b> <i>Excellence in Lifelong Learning</i></p> <p style="text-align: center;"><i>PROCEDURES</i></p>	<b>School Organization and Administration Parent/Guardian Concern Protocol</b>									
	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Adopted:</td> <td style="width: 50%;">November 1, 2006</td> </tr> <tr> <td>Revised:</td> <td>June 1, 2011</td> </tr> <tr> <td></td> <td>December 5, 2012</td> </tr> <tr> <td>Received:</td> <td>October 2, 2013</td> </tr> <tr> <td>Page:</td> <td style="text-align: right;"><b>5 of 7</b></td> </tr> </table>	Adopted:	November 1, 2006	Revised:	June 1, 2011		December 5, 2012	Received:	October 2, 2013	Page:
Adopted:	November 1, 2006									
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**Appendix B - Parent/Guardian Concern Reporting Form**

**Confidential**

School: \_\_\_\_\_ Principal/Designate: \_\_\_\_\_

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

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

Parent(s)/Guardian(s): \_\_\_\_\_

Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

**Summary of Concern (Please add separate sheet if more space is required):**

Date/Particulars of Concern:

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Date/Particulars of Parent/Guardian Consultation with the Teacher:

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Date/Particulars of Parent/Guardian Consultation with School Administration:

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Date/Particulars of Written Response from School Administration, with letter attached (Appendix A):

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

**Please submit this form to:**  
 Superintendent of Schools  
 Strait Regional School Board  
 304 Pitt Street, Unit 2  
 Port Hawkesbury, NS  
 B9A 2T9

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**APPENDIX C: PARENT/GUARDIAN NOTIFICATION OF AN APPEAL OF PARENT/GUARDIAN CONCERN**

**Confidential**

School: \_\_\_\_\_ Principal/Designate: \_\_\_\_\_

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

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

Parent(s)/Guardian(s): \_\_\_\_\_

Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone No.: \_\_\_\_\_

**DATE OF WRITTEN RESPONSE TO PARENT CONCERN:** \_\_\_\_\_

**Please include a timeline, the reason for the appeal and expected the resolution:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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

**Please submit this form to:**  
 Superintendent of Schools  
 Strait Regional School Board  
 304 Pitt Street, Unit 2  
 Port Hawkesbury, NS  
 B9A 2T9