

	EDUCATION	III-A-4
STRAIT REGIONAL CENTRE FOR EDUCATION <i>Excellence in Lifelong Learning</i> POLICIES AND GUIDELINES	School Organization and Administration	
	Parent/Guardian Concern Protocol	
	Adopted:	November 1, 2006
	Revised:	June 1, 2011
		October 2, 2013
	Approved by SRCE:	June 4, 2018
Revised:	April 11, 2022	
Page:	1 of 3	

Parent/Guardian Concern Protocol

Policy Statement

The Strait Regional Centre for Education recognizes and supports the right of parents/guardians to advocate on behalf of their children within the public school system. The Strait Regional Centre for Education endorses the resolution of parent/guardian concerns in a respectful and efficient manner at the school and Regional Centre levels.

The purpose of this policy is to provide a progressive mediation process and framework for addressing unresolved parent/guardian concerns related to their child/children's school program and/or to the enforcement of the [Provincial School Code of Conduct Policy](#), with a focus on student-centered solutions.

In the enforcement of this policy and supporting procedures, the Strait Regional Centre for Education must adhere to relevant legislation, including but not limited to, the *Education Reform (2018) Act and Ministerial Regulations under the Act*, the *Freedom of Information and Protection of Privacy (FOIPOP) Act*, Student Records policies and procedures, [Provincial School Code of Conduct Policy](#), [Provincial Student Attendance and Engagement Policy](#) and [Student Attendance and Engagement Operational Guide](#), policies and procedures, collective agreements, and other applicable Regional Centre and provincial policies.

Definition

Parent/guardian Concern: an unresolved issue pertaining to a specific aspect of their child/children's school program and/or to the enforcement of the [Provincial School Code of Conduct Policy](#).

GUIDELINES

1. The reasons for filing a parent/guardian concern may include, but are not limited to:
 - Academic programs including Pre-primary
 - Extra-curricular activities
 - Co-curricular activities
 - School policies and procedures
 - Home-school communication
 - Child/Pupil transportation
 - Safe and orderly learning environment
 - Behavior and/or Enforcement of the [Provincial School Code of Conduct Policy](#)
 - Attendance

	EDUCATION	III-A-4
STRAIT REGIONAL CENTRE FOR EDUCATION <i>Excellence in Lifelong Learning</i> POLICIES AND GUIDELINES	School Organization and Administration	
	Parent/Guardian Concern Protocol	
	Adopted:	November 1, 2006
	Revised:	June 1, 2011
		October 2, 2013
Approved by SRCE:	June 4, 2018	
Revised:	April 11, 2022	
Page:		2 of 3

2. Parent/guardian concerns must first be addressed at the school level. If the matter is not resolved following consultation with school staff, including Pre-primary and school administration or Manager Pre-primary and Early Years Programs, the Parent/ Guardian Concern Protocol may be enacted where other protocols do not exist.
3. It is important that all parties involved have an opportunity to participate in addressing concerns. These concerns will be resolved in a timely and efficient manner as outlined in the supporting procedures, PRO III-A-4.
4. The filing of a Parent/Guardian Concern does not constitute harassment as per Policy VI-C-5, Harassment or Abuse of Staff by the Extended School Community. These are separate mediation processes.
5. The Model Framework: Protection from Child Abuse, Discrimination, and Sexual Harassment (Nova Scotia Department of Education and Early Childhood Development 2003) outlines the procedures and protocols to be followed when complaints involve discrimination, sexual harassment, or child abuse.
6. For issues pertaining to special education, student services and/or the program planning process, the matter is addressed via the provincial and Strait Regional Centre for Education policies in special education. Please refer to Special Education Policies III-C-1 to III-C-5.

If consultation at the school level does not resolve the issue, parents may proceed to the Coordinator responsible for Student Services for additional assistance by contacting Regional Office at 902-625-2191.

7. For issues pertaining to student behaviour, discipline and/or suspensions, the matter is addressed via the [Social Emotional Learning and Positive Behaviour Support for the Pre-primary Program](#) or the [Provincial School Code of Conduct Policy](#).

If consultation at the school level does not resolve the issue, parents may proceed to the Coordinator responsible for Student Discipline for additional assistance by contacting Regional Office at 902-625-2191.

For Pre-primary, if consultation at the program level with the Manager of Pre-primary and Early Years Programs does not resolve the issue, parents may proceed to the Director of Programs and Student Services/designate for additional assistance by contacting Regional Office at 902-625-2191.

	EDUCATION	III-A-4
STRAIT REGIONAL CENTRE FOR EDUCATION <i>Excellence in Lifelong Learning</i> POLICIES AND GUIDELINES	School Organization and Administration	
	Parent/Guardian Concern Protocol	
	Adopted:	November 1, 2006
	Revised:	June 1, 2011
		October 2, 2013
	Approved by SRCE:	June 4, 2018
Revised:	April 11, 2022	
Page:	3 of 3	

8. For issues pertaining to Race Relations, Human Rights and Cross-Cultural Understanding, the matter is addressed via the pertinent Provincial and Strait Regional Centre for Education policies and procedures. Please refer to Race Relations, Cross Cultural Understanding and Human Rights Policy I-D-3.

If consultation at the school level does not resolve the issue, parents may proceed to the Coordinator of African Canadian Education Services and/or the Coordinator of Mi'kmaw Education Services for additional assistance by contacting Regional Office at 902-625-2191.

9. For issues pertaining to the transfer of children/students within the jurisdiction of the Strait Regional Centre for Education, please refer to the Transfer of Students Policy (client initiated) Policy IV-E-7.

If consultation at the school level does not resolve the issue, parents may proceed to the Director of Programs and Student Services for additional assistance by contacting Regional Office at 902-625-2191.

10. For issues pertaining to attendance, please refer to the Provincial Student Attendance and Engagement Policy and the Student Attendance and Engagement Operational Guide. Please note that as per the Provincial Policy, the principal's decision related to loss of credit will be considered final and cannot be altered. The Attendance Policy does not apply to children in the Pre-primary Program.
11. Schools should make available and provide information regarding the parent/guardian concern protocol to the school community.
12. The Strait Regional Centre for Education is committed to the successful resolution of parent/guardian concerns while recognizing that some concerns may not be resolved to the satisfaction of the parent/guardian.
13. The Strait Regional Centre for Education has established a set of procedures to guide all aspects of this policy. Please refer to PRO III-A-4.