

	EDUCATION	PRO III-A-4
STRAIT REGIONAL CENTRE FOR EDUCATION <i>Excellence in Lifelong Learning</i> PROCEDURES	School Organization and Administration	
	Parent/Guardian Concern Protocol	
	Adopted:	November 1, 2006
	Revised:	June 1, 2011
		December 5, 2012
	Received:	October 2, 2013
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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/program level whenever possible. The teacher, school administration or Early Childhood Educator(s), Manager Pre-Primary and Early Years Programs and parent/guardian should make every effort to resolve matters at the school/program level.

1. The Strait Regional Centre for Education believes that problem-solving begins at the school/program level.
2. A parent/guardian may have a concern that originates with an Early Childhood Educator(s), Manager Pre-primary and Early Years Programs, a teacher or the school administration.
 - A. **If the concern originates with the Early Childhood Educator(s)**, (see Appendix D), the parent/guardian must first discuss the issue with the Early Childhood Educator(s). If the parent/guardian determines the concern was not resolved by the Early Childhood Educator(s), the next step is for the parent/guardian to consult with the Manager Pre-primary and Early Years Programs.
 - i. The Manager Pre-primary and Early Years Programs/designate shall conduct a review of the concern, working with the parent/guardian and Early Childhood Educator(s) to find a solution, and shall inform the parent/guardian, either verbally or in writing (including electronically), of their recommendation and rationale for the decision, including the parent/guardian's right to appeal the decision.
 - ii. If a parent/guardian does not agree with the response from the Manager Pre-primary and Early Years Programs/designate, the parent/guardian has the option to initiate the Parent/Guardian Concern Protocol by completing the **Parent/Guardian Concern Reporting Form** (Appendix A).

OR

- B. **If the concern originates with the teacher**, (see Appendix E), the parent/guardian must first discuss the issue with the teacher(s). If the parent/guardian determines the concern was not resolved by the teacher, the next step is for the parent/guardian to consult with the school administration.
 - i. The school administration shall conduct a review of the concern, working with the parent/guardian and teacher to find a solution, and shall inform the parent/guardian, either verbally or in writing (including electronically), of their recommendation and rationale for the decision, including the parent/guardian's right to appeal the decision.

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- ii. If a parent/guardian does not agree with the response from the school administration, the parent/guardian has the option to initiate the Parent/Guardian Concern Protocol by completing the **Parent/Guardian Concern Reporting Form** (*Appendix A*).

(OR)

- C. **If the concern originates with the Manager Pre-primary and Early Years Programs**, (see Appendix F), the parent/guardian must first discuss the issue with the Manager Pre-primary and Early Years Programs. If the parent/guardian determines the concern was not resolved by the Manager Pre-primary and Early Years Programs, the next step is for the parent/guardian to contact the Director of Programs and Student Services/designate.

- i. The Director/designate shall notify the Manager Pre-primary and Early Years Programs of the concern and shall conduct a review of the concern. The Director/designate will work with the parent/guardian and Manager Pre-primary and Early Years Programs to find a solution, and shall inform the parent/guardian, either verbally or in writing (including electronically), of their recommendation and rationale for their decision, including the parent/guardian’s right to appeal this decision.
- ii. If a parent/guardian does not agree with the response from the Director/designate, the parent/guardian has the option to initiate the Parent/Guardian Concern Protocol by completing the **Parent/Guardian Concern Reporting Form** (*Appendix A*).

(OR)

- D. **If the concern originates with the school administration**, (see Appendix G), the parent/guardian must first discuss the issue with the school administration. If the parent/guardian determines the concern was not resolved by the school administration, the next step is for the parent/guardian to contact the Director of Programs and Student Services/designate.

- i. The Director/designate shall notify school administration of the concern and shall conduct a review of the concern. The Director/designate will work with the parent/guardian and school administration to find a solution, and shall inform the parent/guardian, either verbally or in writing (including electronically), of their recommendation and rationale for their decision, including the parent/guardian’s right to appeal this decision.
- ii. If a parent/guardian does not agree with the response from the Director/designate, the parent/guardian has the option to initiate the Parent/Guardian Concern Protocol by completing the **Parent/Guardian Concern Reporting Form** (*Appendix A*).

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3. The parent/guardian must provide the completed **Parent/Guardian Concern Reporting Form** (*Appendix A*) to the Strait Regional Centre for Education's Regional Executive Director of Education.
 - 3.1 Parent/Guardian Concern Protocols will not be processed by the Regional Executive Director of Education's Office if the parent/guardian has not completed all of the required, preceding steps.
4. Upon receipt of the Parent/Guardian Concern Reporting Form, the Regional Executive Director of Education shall review each Parent/Guardian Concern and appoint an applicable Director/designate to lead the response to the parent/guardian. Several Directors/designates 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.
5. Upon receipt of the Parent/Guardian Concern Reporting Form, the Director/designate shall notify the school administration or Manager Pre-primary and Early Years Programs to complete a **School Administration/Manager Pre-primary and Early Years Programs Response to the Parent/Guardian Concern Form** (*Appendix B*). This shall be provided to the Director/designate within seven (7) business days.
 - 5.1 The Director/designate shall also notify the Coordinator of African Canadian Education Services and the Coordinator of Mi'kmaw Education Services for all issues that relate to students who are of African descent or Indigenous descent.
6. Within twenty (20) business days of receiving the **Parent/Guardian Concern Reporting Form**, the Director/designate will process the written parent/guardian concern, confer with the parent/guardian and school administration or the Manager Pre-primary and Early Years Programs and provide a written response to the parent/guardian, including their right to appeal the decision of the Director/designate.
7. If the parent/guardian does not agree with the written response of the Director/designate, the decision may be appealed, in writing or submitted electronically, within twenty (20) business days of receiving the decision of the Director/designate, to an Appeals Committee consisting of the Regional Executive Director of Education and two Directors who were not involved in the discussion outlined in Guideline # 6 above. Please use the attached Appendix C - **Parent/Guardian Notification of an Appeal of a Parent/Guardian Concern Form**. The request must include a timeline, the reason for an appeal and the expected resolution.

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8. 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/designate.
 - 8.1 Upon receipt of a written appeal request, the Regional Centre's Executive Assistant 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 up to two (2) support people (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.
 - 8.2 The appeal panel may request others to attend at its discretion.
 - 8.3 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 their concern
 - e. Director/designate/school administration/Manager Pre-primary and Early Years Programs/designate presents an overview of their 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
 - 8.4 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.
9. Within seven (7) business days of the hearing, the Regional Executive Director of Education, on behalf of the panel, shall notify in writing (including electronically), as appropriate, the parent/guardian, school administration, Manager of Pre-primary and Early Years Program/designate and Director/designate of the decision of the Appeals Committee.
 - 9.1 The decision of the Appeals Committee shall be final and binding.
 - 9.2 In an appeal process, the official file will be retained in the office of the Regional Executive Director of Education 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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10. For an overview of these procedures, please refer to:

- 10.1 Appendix D - **Parent /Guardian Concern Protocol – Concern with Early Childhood Educator(s)**
- 10.2 Appendix E - **Parent /Guardian Concern Protocol – Concern with Teacher**
- 10.3 Appendix F – **Parent/Guardian Concern Protocol – Concern with Manager Pre-primary and Early Years Programs**
- 10.4 Appendix G – **Parent/Guardian Concern Protocol – Concern with School Administration**

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<p style="text-align: center;">STRAIT REGIONAL CENTRE FOR EDUCATION <i>Excellence in Lifelong Learning</i></p> <p style="text-align: center;"><i>PROCEDURES</i></p>	School Organization and Administration Parent/Guardian Concern Protocol	
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Appendix A - Parent/Guardian Concern Reporting Form

Confidential

School: _____

Principal/Designate; Manager Pre-primary and Early Years Programs: _____

Name of Child/Student: _____ Grade: _____

Parent(s)/Guardian(s): _____

Address: _____ Postal Code: _____

Phone Number: _____

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

Date/Particulars of Concern:

If Applicable, Date/Particulars of Parent/Guardian Consultation with the Teacher/Early Childhood Educator(s):

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Date/Particulars of Parent/Guardian Consultation with School Administration/Manager Pre-primary and Early Years Programs:

Date/Particulars of Response from School Administration/Manager Pre-primary and Early Years Programs:

Signature of Parent/Guardian: _____ **Date:** _____

Please submit this form to:

Regional Executive Director of Education
 Strait Regional Centre for Education
 304 Pitt Street, Unit 2
 Port Hawkesbury, NS
 B9A 2T9
 902-625-2281 (fax); srce@srce.ca

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**Appendix B – School Administration/Manager Pre-primary and Early Years Program
Response to the Parent/Guardian Concern Form**

Confidential

School: _____

Principal/Designate or Manager Pre-primary and Early Years Programs: _____

Name of Child/Student: _____ Grade: _____

Parent(s)/Guardian(s): _____

Address: _____ Postal Code: _____

Phone Number.: _____

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

Date/Particulars of Concern:

Actions Taken by the School Administration / Manager Pre-primary and Early Years Programs:

**Signature of Principal /
 Manager Pre-primary and Early Years Programs**

Date

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Appendix C – Parent/Guardian Notification of an Appeal of a Parent/Guardian Concern Form

Confidential

School: _____

Principal/Designate/Manager Pre-primary and Early Years Programs: _____

Name of Child/Student: _____ Grade: _____

Parent(s)/Guardian(s): _____

Address: _____ Postal Code: _____

Phone No.: _____

DATE OF WRITTEN RESPONSE TO PARENT CONCERN: _____

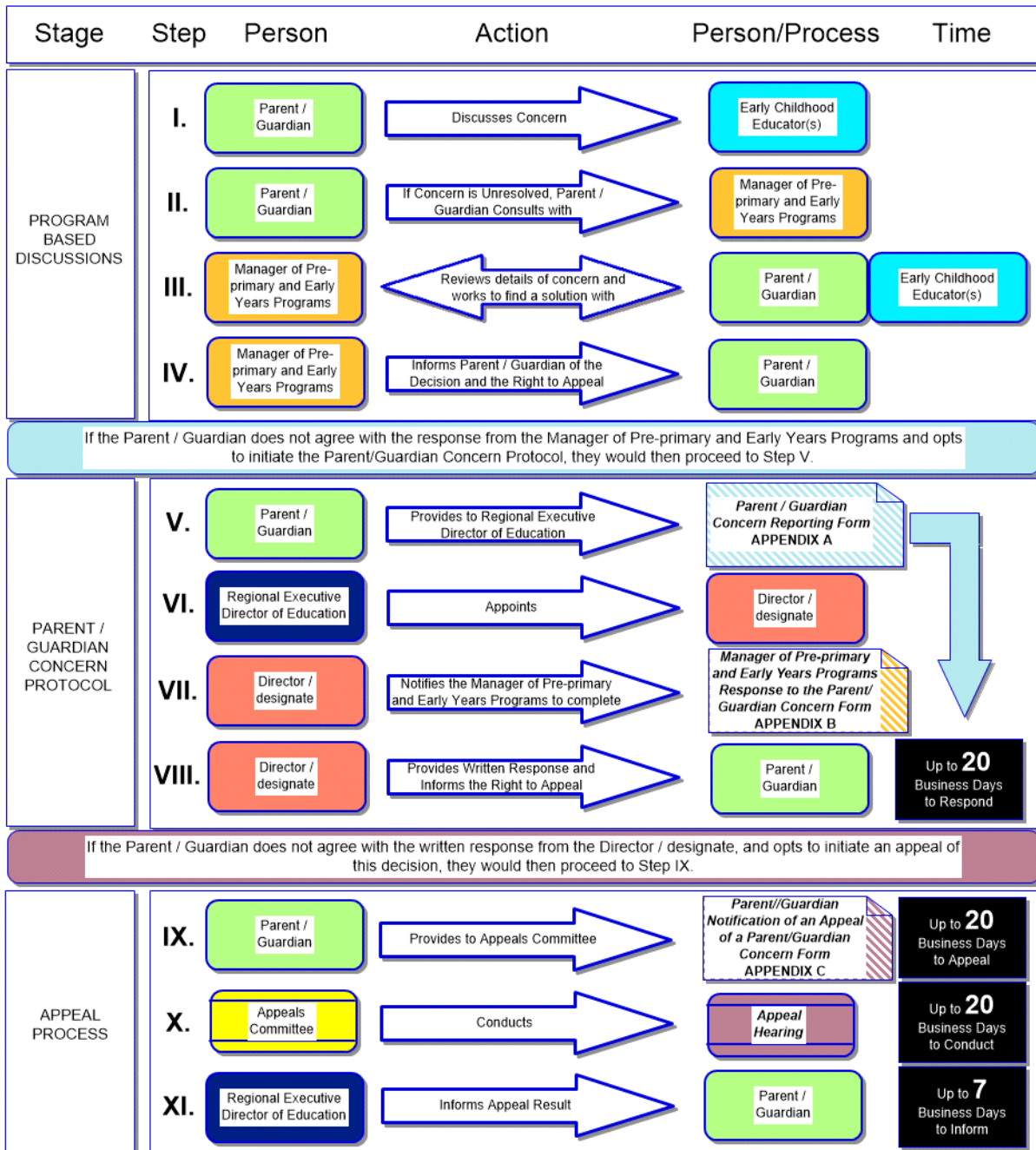
Please include a timeline, the reason for the appeal and the expected resolution:

Signature of Parent/Guardian: _____ **Date:** _____

Please submit this form to:
Regional Executive Director of Education
Strait Regional Centre for Education
304 Pitt Street, Unit 2
Port Hawkesbury, NS
B9A 2T9
902-625-2281 (fax); srce@srce.ca

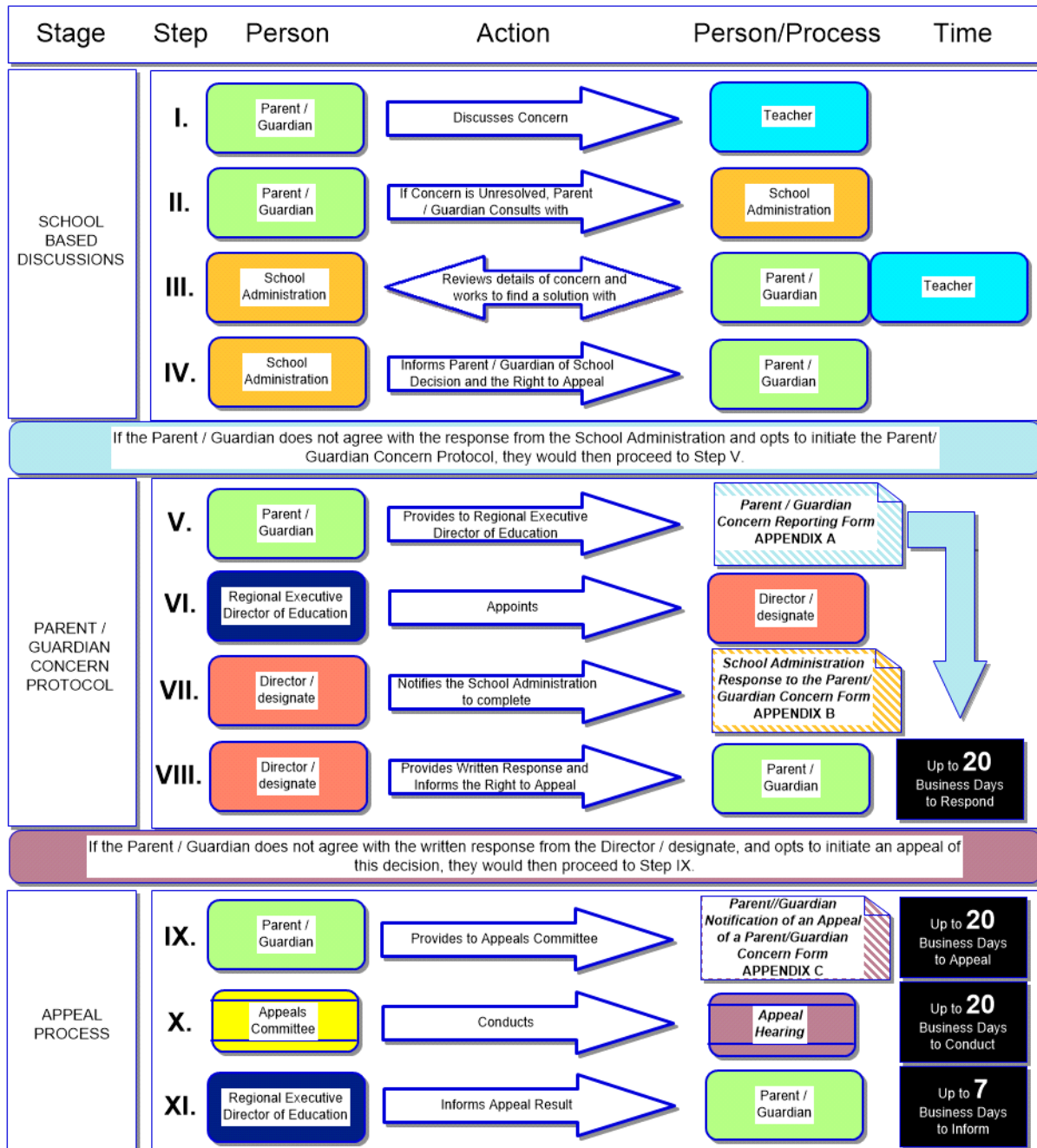
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Appendix D – Parent/Guardian Concern Protocol – Concern Originates with Early Childhood Educator(s)



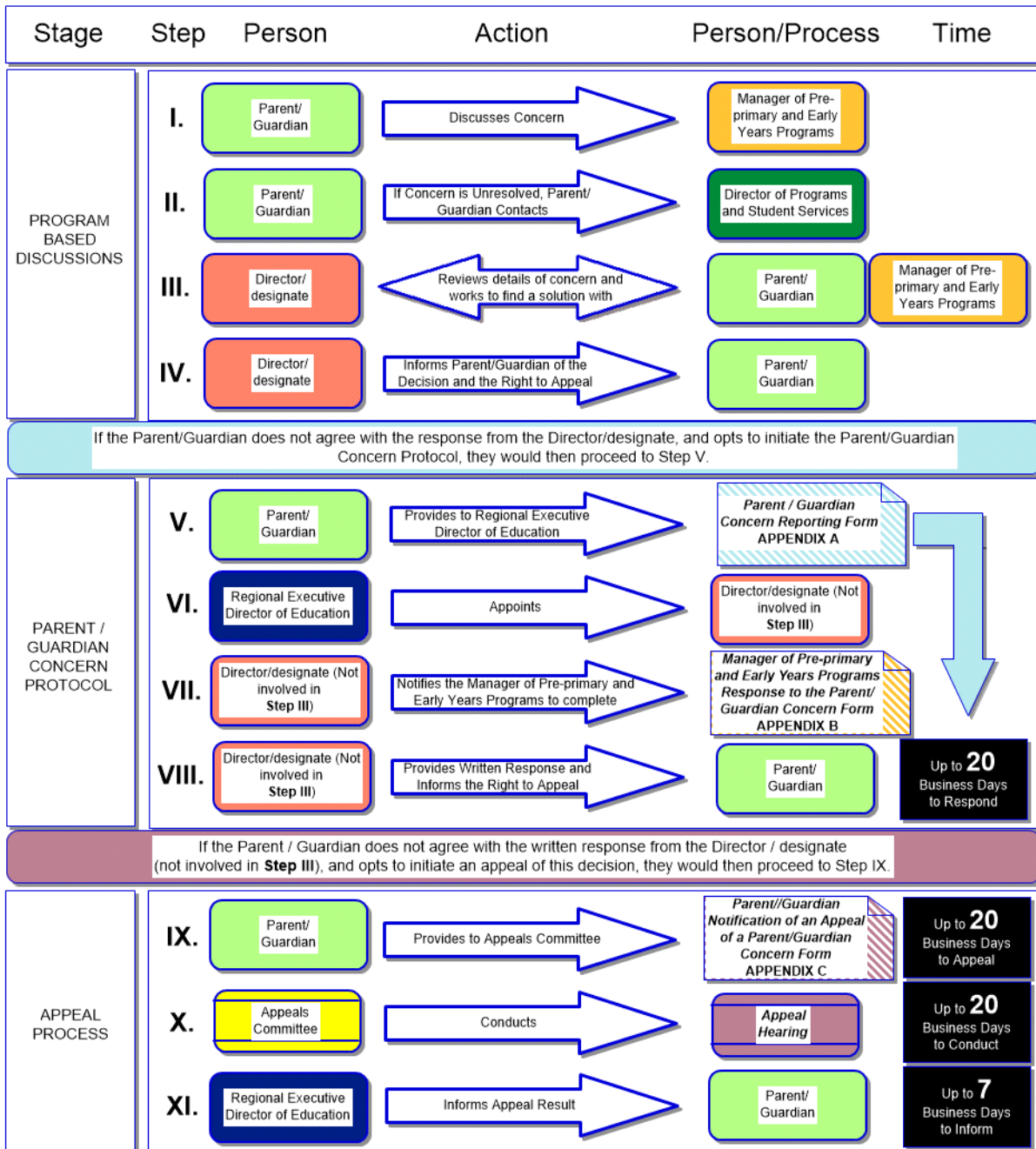
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Appendix E – Parent/Guardian Concern Protocol – Concern Originates with Teacher



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**Appendix F – Parent/Guardian Concern Protocol – Concern with the Decision of the Manager
Pre-primary and Early Years Programs**



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Appendix G – Parent/Guardian Concern Protocol – Concern with the Decision of the School Administration

