



**MOOSONEE DISTRICT
SCHOOL AREA BOARD**

ADMINISTRATIVE PROCEDURE GENERAL ADMINISTRATION: #175	
Effective	March 22, 2016
Last Revised	April 5, 2023
Last Reviewed	April 5, 2023

PARENT COMMUNICATIONS – COMPLAINT PROCEDURES

PURPOSE

The Moosonee District School Area 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.

DEFINITIONS

Parents/Caregiver or Guardian: Every use of “parents” in this administrative procedure includes parent/caregiver or guardian.

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.

APPLICATION

This administrative procedure applies to all parents, students, staff members, and trustees of the Moosonee District School Area Board.

PROCEDURES

1. General Expectations

1.1 The Moosonee District School Area 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.

1.2 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 the school system.

2. Procedures to Address Individual Issues

2.1. If a parent has an individual concern about a school matter, the parent shall be advised to follow these 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.

2.1.1. Step One: Discussion with Classroom Teacher

The parent is strongly 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. An organization is most effective when issues are resolved as close as possible to where they first arose.

2.1.2. 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.

2.1.3. Step Three: Discussion with Director of Education

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

3. Contacting a Trustee

3.1. 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.

3.2. 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.

4. Representative of the Parents

4.1. Parents have the right to have a representative of their choosing in attendance at meetings with the staff, subject to these procedures.

4.2. Any costs or expenses associated with such a representative are the responsibility of the parents.

4.3. 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.

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

4.5. 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.

5. Resolving a General School or Board Issue

There are several ways to resolve a general school or Board-wide issue:

5.1. Parents are advised to bring the issue to the principal of the school.

5.2. Parents may contact the supervisory officer about issues of general concern.

5.3. Parents may appear before the Board as a delegation, seeking modification of the board's policies and procedures or that a specific exception be made in a particular case. The procedures set out in Board Procedural By-Law 5: Delegations to the Board must be followed.

5.4. Parents are asked to understand that while they are advocating for their children, Board staff and trustees must consider the needs of all students.

NOTE: Staff members and trustees always appreciate hearing about what is working well for parents and children. Parents are encouraged to let teachers, the principal, the supervisory officer, or trustee know about positive interactions and outcomes.

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 Section 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 GOV-01 Philosophy, Goals, and Values
 Board Policy GOV-08 Safe Schools
 Board Policy GOV-09 Safe Schools: School Code of Conduct
 Board Policy GOV-11 School Council: Parent and Community Engagement
 Board Policy GOV-15 Code of Conduct: Board Members (Trustees)
 Moosonee District School Area Board Procedural By-Law 5: Delegations to the Board