



ADMINISTRATIVE PROCEDURE	
<i>Approval Date</i> 2018	<i>Replacing</i> All previous procedures
<i>Review Date</i> 2024	<i>Page</i> 1 of 4
<i>Contact Person/Department</i> Director of Education	<i>Identification</i> BD-2301

PUBLIC CONCERNS

1.0 PURPOSE

Trillium Lakelands District School Board believes in developing strong and positive relationships with students, parents/guardians and the community. It is also committed to addressing concerns of stakeholders in a fair, respectful and timely manner.

TLDSB is guided by the *Education Act of Ontario* and Board Policies and Procedures and believes that the process of public concerns is an opportunity to enhance relationships with students, parents/guardians and the community.

It is the practice of TLDSB that stakeholder concerns and questions be addressed at the closest level to the issue.

2.0 REFERENCES AND RELATED DOCUMENTS

2.1. EDUCATION ACT

2.1.1 Part XIII Behaviour Discipline and Safety, section 300 (*Accepting Schools Act S.O. 2012 C5*)

2.2. TLDSB POLICIES

- 2.2.1 BD-2060 Organizational Bylaw 16: Delegations to the Board
- 2.2.2 HR-4030/4031 Workplace Harassment Policy and Procedure
- 2.2.3 OP-6020/6021 Code of Conduct Policy and Procedure

3.0 TERMS AND DEFINITIONS

3.1. SUPERINTENDENT OF EDUCATION – superintendents lead and supervise schools and programs, working with principals and staff to ensure that schools operate according to ministry and board policy. They are responsible for ensuring that school buildings are maintained according to ministry and board policy.

- 3.2. DIRECTOR OF EDUCATION – the director of education is the chief executive officer and chief education officer of the school board. The Director is the sole employee who reports directly to the Board and acts as secretary to the Board. All school board staff report either directly or indirectly to the director of education.
- 3.3. TRUSTEE – School board trustees are the members of the district school board. They are locally-elected representatives of the public, and they are the community's advocate for public education. They are required to carry out their responsibilities in a manner that assists the Board in fulfilling its duties under the Education Act.

4.0 ADMINISTRATIVE PROCEDURE

4.1 STEPS FOR ADDRESSING CONCERNS

4.1.1 Step 1 – Review of the issue with the child's teacher

The parent/guardian should bring concerns or issues forward to the classroom teacher for resolution.

4.1.2 Step 2 – Review by the School Principal

If the parent/guardian and the classroom teacher are not able to resolve the issue, the parent/guardian should request that the issue be reviewed by the school Principal (or designate). The school principal (or designate) will review the issue and work to resolve the issue.

4.1.3 Step 3 – Review by the Superintendent of Education

If the parent/guardian and the school principal are not able to resolve the issue, the parent/guardian should request that the issue be reviewed by the school's superintendent of education (or designate). The superintendent (or designate) will review the matter as it relates to the Board's established policies and procedures and the *Education Act of Ontario* and will respond to the parent/guardian regarding their concern.

4.1.4 Step 4 – Review by the Director of Education

If the parent/guardian and the superintendent of education are not able to resolve the issue, the parent/guardian should request that the issue be reviewed by the director of education (or designate). The director of education (or designate) will review the matter and respond to the parent/guardian regarding their concern.

4.2 REPRESENTATIVES OF THE PARENT/GUARDIAN

- 4.2.1 Parents/guardians have the right to have a representative of their choosing in attendance at meetings with staff, subject to any limitations under existing laws or statutes. Any costs/expenses associated with such a representative are the responsibility of the parent/guardian.
- 4.2.2 Principals, staff and parents/guardians will be notified in advance of a meeting as to who is anticipated to be in attendance.
- 4.2.3 A representative of supporting the parent/guardian must agree, at the outset of the meeting to respect and maintain the confidentiality of any matter discussed at a meeting between parents/guardians and staff.

4.3 ROLE OF TRUSTEE

- 4.3.1 Parents/guardians may contact trustees at any time.
- 4.3.2 Trustees will facilitate the communication process between the parent/guardian and the appropriate staff and will provide information and direction with regard to the staff person parents/guardians should contact in the Board.
- 4.3.3 Trustees shall direct the parent or guardian to the process which should be followed in resolving any concerns or to the appropriate person or step in the process (depending upon the steps the parent/guardian have already undertaken to resolve the concerns at the time the trustee is contacted) but shall not act as a representative of the parent/guardian.

5.0 APPENDICES

- 5.1 Do you have concerns about your child's education? Communication Chart.

Do you have concerns about your child's education?

Education is a shared experience involving the home and the school and it can be strengthened by open communication between the two. Should a concern about your child's education arise, follow these steps:

FIRST

Contact the classroom teacher and discuss the situation

THEN – if the situation has not been resolved

Contact the principal and request help in dealing with the matter

THEN – if necessary

Contact the superintendent in charge of the school involved

Call 1.888.526.5552 and ask for the name of the superintendent for your child's school

THEN – if necessary

Contact the Director of Education who is the Chief Executive Officer.

1.888.526.5552

THEN – if necessary and if the situation has not been resolved

Contact your local trustee.

Concerns pertaining to things other than your child's education should be directed through the Office of the Director 1-888-526-5552 or email info@tldsbo.on.ca