

<b><i>Rainy River District School Board</i></b>	<b>SECTION 2</b> <i>Organization &amp; Administration</i>
<b>RESPONDING TO CONCERNS</b>	<b>2.07</b>

**POLICY**

The Rainy River District School Board will address concerns in a timely, respectful, and equitable manner.

**RATIONALE**

The Rainy River District School Board is committed to developing and maintaining open and positive relationships with parents/guardians, students, and the community.

**IMPLEMENTATION**

In accordance with Procedure 2.07, Responding to Concerns

**GUIDELINES**

- 1.1 Individual questions, concerns, and complaints are resolved most effectively through direct communication with those closest to the point of concern.
- 1.2 The Board must comply with all relevant legislation as it relates to privacy and confidentiality for all members of the school community.
- 1.3 Where a parent/guardian has a concern about their child’s classroom or program, they shall address the concern with the child’s teacher at a mutually convenient time.
  - If the parent/guardian and the teacher are not able to resolve the concern, the concern shall be discussed with the school principal or designate.
  - If the concern is still unresolved, the parent/guardian shall contact the school superintendent.
  - If the concern is not resolved at this level, then the parent/guardian shall contact the Director of Education.
- 1.4 Trustees are advocates for the system and of the process to resolve concerns. Parents/guardians may contact trustees at any time, and trustees will assist by directing the individual to the appropriate staff member.
- 1.5 School councils are advocates of the schools and advise principals on matters such as the programming and code of conduct. School councils will not act or advise on individual

parent/guardian-teacher-student issues, and instead must refer these matters to the school principal.

<u>CROSS REFERENCE</u>	<u>Date Approved</u> March 3, 2020	<u>LEGAL/MINISTRY OF EDUCATION REFERENCE</u>
Policy 1.05 The Role of the Board	<u>Board Motion</u> 96	<i>Education Act, Section 207(2)</i>
Policy 2.67 Equity and Inclusive Education	<u>Review Prior to</u> 2025	<i>Personal Health Information Protection Act (PHIPA)</i>
Procedure 2.68 Religious Accommodation		<i>Ontario Student Record Guideline (OSR Guideline)</i>
Policy 3.86, Employee Code of Conduct		<i>Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)</i>
Policy 4.16 Safe Schools		<i>Employment Standards Act</i>
Procedure 4.30 Student Discipline		<i>Occupational Health and Safety Act</i>
Policy 5.01 Special Education		<i>Workplace Safety and Insurance Act</i>
Procedure 5.35 Exemption from Instruction in Human Development and Sexual Health		<i>Accessibility for Ontarians with Disabilities Act</i>
Policy 7.75 Workplace Harassment and Violence Prevention		