

RESPONDING TO CONCERNS

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, and guidelines.

GUIDELINES

- 1.1 Individual questions, concerns, and complaints are resolved most effectively through direct communication with those closest to the point of concern, in a manner where respect and civility are maintained by all parties.
- 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 education, 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 School councils are advocates of the schools and advise principals on matters such as student programming and school improvement efforts. School councils are not authorized to speak on behalf of the school or the RRDSB and will not act or advise on individual parent/guardian-teacher-student issues, and instead must refer these matters to the school principal.
- 1.5 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 and/or to the proper process to resolve the concern.

- 1.6 The acknowledgement of a parent/guardian inquiry will occur within two school/business days, with messages initiated on weekends and evenings noted as received on the next school/business day.

CROSS REFERENCES

Policies:

- 1.05 The Role of the Board
- 2.01 RRDSB Code of Conduct
- 2.05 Communications, Including Media Relations
- 2.30 Accessibility Standards
- 2.67 Equity and Inclusive Education
- 2.80 Freedom of Information and Protection of Privacy
- 3.86 Employee Code of Conduct
- 4.16 Safe Schools
- 5.01 Special Education
- 7.75 Workplace Harassment and Violence Prevention

Procedures:

- 2.05 Communications and Media Relations
- 2.68 Religious Accommodation
- 4.30 Student Discipline
- 4.31 Bullying Prevention and Intervention
- 5.31 Selection and Disposal of Learning Resources
- 5.33 Guest Presenters
- 5.35 Exemption from Instruction in Human Development and Sexual Health

Legal/Ministry of Education:

- *Education Act, Section 207(2)*
- *Personal Health Information Protection Act (PHIPA)*
- Ontario Student Record Guideline (OSR Guideline)
- *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*
- *Employment Standards Act*
- *Occupational Health and Safety Act*
- *Workplace Safety and Insurance Act*
- *Accessibility for Ontarians with Disabilities Act*
- PPM 170 School Board Communications with Parents