

## **ADMINISTRATIVE PROCEDURE NO. 353**

### **PARENT CONCERN PROTOCOL**

#### **Background**

Red Deer Catholic Regional Schools supports the rights of parents and members of the public to make inquiries into the conduct of operations of the Division. The Division realizes that parent concerns or conflicts may arise and must be resolved in a timely manner. By initiating a process of conflict resolution, it will be better able to promote conflict resolution that is ethically sound, that responds to the needs of students, staff and parents, and that is in keeping with the core values and practices of the Catholic Church. Conflict resolution is most successfully achieved when mutually acceptable solutions are arrived at through procedures that are designed to find what is in the best interests of the students, as well as the individual school and the school division as a whole. Red Deer Catholic Regional Schools takes pride in developing a climate of respect and trust which focuses on working towards mutually acceptable solutions.

#### **Procedures**

1. In making a formal inquiry, the person must be prepared to address his/her concerns in person or in writing to the person(s) involved.
2. The following principles shall act as guidelines for the resolution of parent-school conflicts in Red Deer Catholic Regional Schools:
  - 2.1 The Division recognizes the freedom of all members of the school community (students, staff, parents and neighbours) to voice their concerns in an appropriate manner to the appropriate school personnel;
  - 2.2 Concerns or complaints must be made at an appropriate time and place in a respectful manner;
  - 2.3 Concerns or complaints must not be made in front of students, during class time or in the presence of co-workers.
3. Concerns and complaints should be handled with respect and in a courteous manner according to the following:
  - 3.1 A school trustee, upon receiving an inquiry, will refer the parent or public member back to the school or department and will inform the Superintendent of the complaint. The complaint will be dealt with as outlined above.

- 3.2 Parents must address concerns directly to teachers before raising these concerns with the school administration when their concerns are about their child's teacher, program, and/or program support;
  - 3.3 If a parent has a concern about the school administration, the parent is expected to deal with that concern with the school administration first, before raising these concerns with the Superintendent of Schools;
  - 3.4 If, in the view of the complainant, the ruling of the school principal is unacceptable, the complainant may address his/her concern(s) to the Superintendent in writing. The letter must outline the nature of the original complaint, the steps that have been taken, and in what way the decision of the school principal is unacceptable. Upon receiving the inquiry, the Superintendent or designate will ascertain if all avenues for resolutions have been considered.
  - 3.5 If resolution of the issues is not achieved at the Superintendent level, the individual shall be informed of the right to appeal to the Board as referenced in the School Act.
  - 3.6 All parties will deal with their concerns in a manner that is consistent with the teachings of the Catholic Church.
4. A concern or complaint must be handled in a confidential manner, in accordance with the Alberta Freedom of Information and Protection of Privacy Act.
  5. The school has a responsibility to facilitate communication and to provide procedural direction to parents who initiate complaints or concerns in accordance with Division practices.
  6. Attempts will be made to deal with concerns that are brought to the attention of the school in an appropriate manner in a timely fashion.
  7. Conflict resolution protocols shall respect the provisions of the *School Act*, *The Code of Professional Conduct of the Alberta Teachers' Association*, and Red Deer Catholic Regional Division policies and administrative procedures.

Reference: School Act  
FOIP Act