



Parent/Guardian Concern Policy

Policy Overview

The policy provides a framework for parent(s)/guardian(s) to follow when they have concerns regarding their child who is currently enrolled in a school of the Halifax Regional Centre for Education (HRCE) from pre-primary to grade twelve. It is a formal process which outlines the actions necessary to efficiently and respectfully deal with parent/guardian concerns. The purpose of the policy is to ensure that appropriate and reasonable actions are followed to resolve issues at the school level and if this is not possible, provides a process for a parent/guardian to follow to seek further support with their concerns.

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Policy and Procedures History

- Policy approved November 28, 2000
- Procedures approved November 28, 2000
- Policy revised May 18, 2005, December 19, 2007, October 25, 2017 and September 23, 2021.
- Procedures revised May 18, 2005, October 25, 2017 and September 23, 2021.

1.0 Legislative Context

The Parent/Guardian Concern Policy aligns and complies with the following:

- 1.1 *Nova Scotia Education Act 2015*
- 1.2 *Provincial School Code of Conduct Policy*
- 1.3 *HRCE C.010 Race Relations, Cross-Cultural Understanding and Human Rights in Learning*

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1.4 *HRCE D.010 Respectful Workplace (Harassment)*

2.0 Principles

- 2.1 The Halifax Regional Centre for Education (HRCE) is committed to addressing parent/guardian concerns in an efficient, confidential and respectful manner. Every reasonable effort will be made to resolve issues brought to the attention of its professional staff.
- 2.2 The HRCE believes that concerns should be addressed first by school staff and if possible to be resolved at the school level. Resolving concerns at the school level helps to ensure a continuing relationship between home and school.
- 2.3 The HRCE recognizes that sometimes parent(s)/guardian(s) require the support of a friend, family member or external advocate to have concerns addressed.
- 2.4 The formal process outlined in the procedures can be entered into at the request of the parent/guardian when all attempts to resolve the concern at the school have not been successful.
- 2.5 This policy provides a formal process to address concerns of parent(s)/guardian(s) related to **current** students, staff, or issues of home and school communication where other policies do not exist. It is understood that special education programming/placement is addressed through policy *C.006 Special Education*; concerns related to issues of racism, cross-cultural understanding and human rights are addressed in policy *C.010 Race Relations, Cross-Cultural Understanding and Human Rights in Learning*; and suspension reviews or appeals processes are outlined in the *Nova Scotia Education Act (Section 28-30)*.
- 2.6 While the objective of this policy for parent/guardian concerns is to address concerns in a manner that is satisfactory to the parent/guardian, it is acknowledged that, from time to time, concerns will not be resolved to the complete satisfaction of the parent/guardian.
- 2.7 To the extent possible and practical, concerns will be resolved in a timely manner.
- 2.8 This policy will be posted on the HRCE website.

3.0 Authorization

3.1 The RED is authorized to develop and implement procedures in support of this policy.

4.0 Policy Review

4.1 This policy will be reviewed every five (5) years or on an as needed basis.



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1.0 Procedures

Appendix A: Parent/ Guardian Concern Reporting Form A

Appendix B: Principal's Response to the Parent/ Guardian Concern

Appendix C: Flowchart

1.0 Procedures

- 1.1 Parent/guardian concerns related to **classroom issues** should be addressed with the teacher or early childhood educator (ECE) lead. If the issue remains unresolved, it should be directed to the principal or pre-primary supervisor. If still unresolved, the parent/guardian may direct the concern to HRCE's parent navigator(s) who will provide information to access HRCE supports, and/or refer concerns to the School Supervisor. Contact information is available through the HRCE website.
- 1.2 Parent/guardian concerns related to **school administration issues** should be addressed with the principal. If still unresolved, the parent/guardian may direct the concern to HRCE's parent navigator(s) who will provide information to access HRCE supports, and/or refer concerns to the School Supervisor. Contact information is available through the HRCE website.
- 1.3 Where the parent/guardian has a concern with a staff member, and the parent/guardian is not comfortable addressing the concern directly with that staff member, the concern should be shared with the staff member at the appropriate time by the principal. The principal will investigate the concern and meet with the parent/guardian to discuss a resolution. If the issue remains unresolved it may be directed to the School Supervisor.
- 1.4 When a parent/guardian concern remains unresolved after the issue is addressed with staff and the School Supervisor, the parent/guardian has the option of initiating a formal process by completing the Parent/Guardian Concern Reporting Form (Appendix A).
- 1.5 The Director, Programs & System Services or the Director, Programs & Student Services will advise the principal of receipt of the Parent/Guardian Concern

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Reporting Form and its contents and ask for a written response (Appendix B) including all relevant notes.

- 1.6 The Director, Programs & System Services or the Director, Programs & Student Services will investigate the parent/guardian concern and provide a written response to the parent/guardian within 30 days of receipt of the Parent/Guardian Concern Reporting Form.
- 1.7 Where the parent/guardian is not satisfied the concern has been addressed and/or new information comes forward following the response from the Director, Programs & System Services or the Director, Programs & Student Services, the parent/guardian may refer the matter, in writing, to the Regional Executive Director of Education (RED) (or designate).
- 1.8 The decision of the RED (or designate) is final. Documentation related to the Parent/Guardian Concern Reporting Form will remain on file with the HRCE.



Halifax

Regional Centre for Education

Parent/Guardian Concern Reporting Form A

[To be completed by the parent/guardian]

CONFIDENTIAL

School: _____

Principal: _____

Name of Student: _____

Name of Parent/Guardian: _____

Date of Birth: _____

Contact Information: _____

Grade: _____ (Pre-Primary to Grade 12)

Summary of Concern:

Please include when the issue occurred, the names of those involved and other relevant details (include steps taken at the school site).

Parent/Guardian Signature: _____ Date: _____

This form can be dropped off at your area school, or can be mailed/or faxed to the following address:

Send Copy to the Director, Programs & System Services or the Director, Programs & Student Services

**Halifax Regional Centre for Education
33 Spectacle Lake Drive
Dartmouth, NS B3B 1X7**

or

Fax: 902-464-2254

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**Principal/Pre-Primary Supervisor Response to the Parent/Guardian
Concern Reporting Form**

[To be completed by the principal/designate or pre-primary supervisor/designate]

CONFIDENTIAL

School: _____

Principal: _____

Name of Student: _____

Name of Parent/Guardian: _____

Date of Birth: _____

Contact Information: _____

Grade: _____

Actions Taken:

Principal Signature: _____

Date: _____

Send Copy to the Director, Programs & System Services or the Director, Programs & Student Services

Halifax Regional Centre for Education

33 Spectacle Lake Drive

or

Fax: 902-464-2254

Dartmouth, NS B3B 1X7

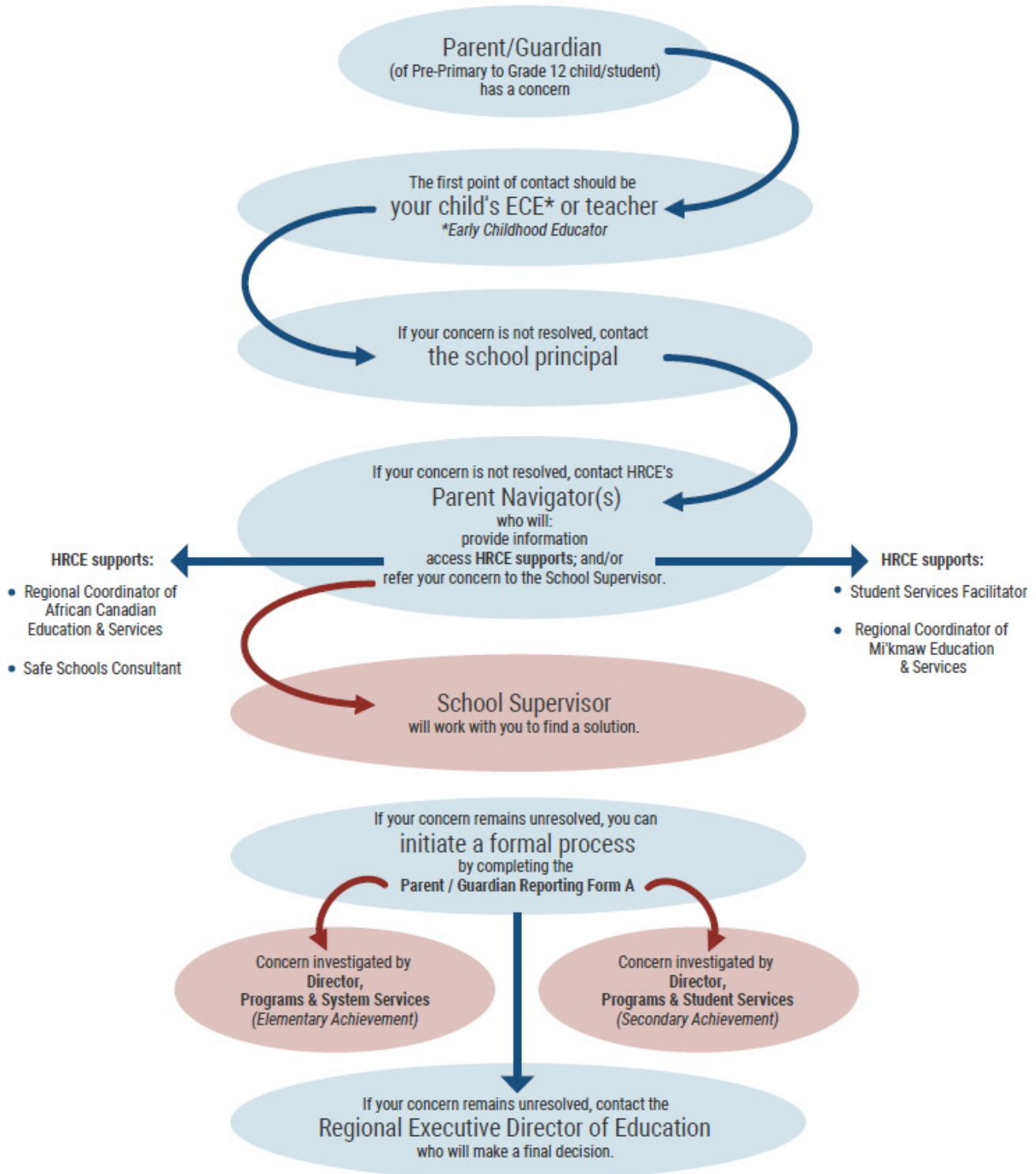
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Parent/Guardian Concern Protocol

Appendix C



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