



BOARD ADMINISTRATIVE PROCEDURE	
Administrative Procedure <b>Addressing Parental and Public Concerns</b>	Administrative Procedure Number <b>1001</b>
Directional Policy <b>1000 - Parent and Community Relations</b>	

**Title of Administrative Procedure:**

Addressing Parental and Public Concerns

**Date Approved:**

October 15, 2024

**Projected Review Date:**

2029

**Directional Policy Alignment:**

The Addressing Parental and Public Concerns Administrative Procedure aligns with the Board’s Parent and Community Relations Directional Policy by outlining the process by which the Board responds to concerns raised by stakeholders and parents/guardians.

**Alignment with Multi-Year Strategic Plan:**

The Addressing Parental and Public Concerns Administrative Procedure supports the [Board’s Multi-Year Strategic Plan](#) to value relationships, ensure equity and maximize resources.

**Purpose:**

The Addressing Parental and Public Concerns Administrative Procedure formalizes the process for addressing concerns and questions that are within the jurisdiction of the Board.

The Peterborough Victoria Northumberland and Clarington (PVNC) Catholic District School Board is committed to building strong relationships with staff, parents, trustees, parishes and the larger community.

Strong relationships and meaningful dialogue are essential to improving student achievement and well-being, providing excellence in educational programs, ensuring effective stewardship of resources and enhancing confidence in publicly funded Catholic education.

**Guidelines:**

Questions or concerns from parents/guardians, community stakeholders or members of the public shall be addressed at the onset at the level closest to the issue in a fair, respectful and effective manner that reflects the Board's vision and strategic priorities.

Staff responding to parent/guardian concerns shall endeavour to acknowledge an inquiry within two business days from the time of receipt, but for exceptional circumstances. Staff shall make best efforts to provide an estimated date of response if a parent/guardian inquiry cannot be fully addressed within five business days of receipt.

PVNC Catholic is committed to the protection of privacy and recognizes that all employees are responsible for the protection of personal, confidential, and sensitive information entrusted to them. As such, there are matters that trustees and staff members are unable to discuss with parents/guardians (including parent/guardian representatives) and the public including but not limited to personal information (including information related to other students), employee relations (including staff disciplinary matters) and legal matters.

This policy does not apply to media inquiries, which are covered under the Board's [Administrative Procedure 1103 – Media Relations](#).

**Action Required:****Parent/Guardian Concerns:**

If a parent/guardian has a concern about a school matter, the following procedures for review of the issue are available to the parent/guardian.

**Step 1: Classroom Level**

Parents/guardians should review the issue with the staff member directly involved such as the child's classroom teacher and early childhood educator at a mutually convenient time.

**Step 2: Principal Level**

If the parent/guardian and the teacher/staff member are not able to resolve the issue, the parent/guardian may request that the matter be reviewed by the school principal (or designate). The principal (or designate) will review the issues and work to address the matter in a timely manner.

**Step 3: Superintendent Level**

If the parent/guardian and the school principal are not able to resolve the issue, the parent/guardian may request that the matter be reviewed by the school's Superintendent of Education. The Superintendent will review the matter as it relates to established policies and procedures and will respond to the parent/guardian about their concern in a timely manner.

**Step 4: Director of Education Level**

If the parent/guardian and the Superintendent are not able to resolve the issue, the parent/guardian may request the matter be reviewed by the Director of Education. The Director of Education (or designate) will review the matter and respond to the parent/guardian about the concerns in a timely manner.

**Representatives of Parent Guardian**

Parents/guardians have the right to have a representative of their choosing in attendance at meetings with staff as additional support to address their child's interests. Parents/guardians who wish to invite a representative to support them must notify the principal and/or staff member in advance of a school meeting as to who is anticipated to be in attendance. Any costs/expenses associated with such a representative are the responsibility of the parent/guardian.

**Community Stakeholder/Public Concerns:**

Issues or concerns raised by members of the public that are not school-based shall be directed to the appropriate school Board department. Issues that cannot be resolved at the department level may be referred to the Director's office.

All members of the PVNC Catholic community and members of the public have an opportunity to make a presentation to the Board of Trustees during a Regular Board Meeting and/or Committee Meeting.

The process to do so falls under [Administrative Procedure 106 - Delegations to Board and/or Committee Meetings](#).

**Role of the Trustee in addressing parental and public concerns:**

Parents/guardians and members of the public may contact trustees at any time. A trustee's role within this administrative procedure is to facilitate the communication process between the parent/guardian or member of the public and the appropriate staff and provide information and direction.

Trustees shall direct the parent/guardian or member of the public to the process which should be followed in addressing any concerns or to the appropriate person or step in the process (dependent on the steps the parent/guardian or member of the public has already undertaken to address the concerns at the time the trustee is contacted). A trustee's role is to provide information and/or facilitate communication but trustees shall not act as a direct representative of the parent/guardian or member of the public.

**Role of Catholic School Councils in addressing parental and public concerns:**

School councils have been established to advise principals on school matters but are not forums to discuss issues related to individual parents/guardians, school staff or students. Any of these matters brought to a school council member or any school council meeting shall be referred to the principal to address.

For more information on the role of Catholic School Councils, refer to [Administrative Procedure 1003 – Catholic School Councils](#).

**Responsibilities:****The Board of Trustees is responsible for:**

- Ensuring alignment of this administrative procedure with the Parent and Community Relations Directional Policy

- Reviewing the Addressing Parental and Public Concerns Administrative Procedure as part of its regular policy and procedure review cycle
- Using this administrative procedure as a framework for assisting parents/guardians or constituents in addressing school board concerns or issues

**The Director of Education is responsible for:**

- Designating resources for ensuring the implementation of and compliance with this Administrative Procedure
- Addressing parent/guardian issues or issues raised by members of the public that have escalated to the Director of Education level
- Communicating the outcome(s) of concerns raised with local trustees
- Apprising the Chair of the Board of any local concerns that may have system-wide implications or may require a system response or Board motion

**Superintendents of Schools and System Portfolios are responsible for:**

- Providing leadership and supports for Principals/Vice-Principals, Managers, Executive/Administrative Assistants and all departmental staff in their knowledge, understanding, and implementation of this administrative procedure
- Addressing parent/guardian issues or issues raised by members of the public that have escalated to the Superintendent level
- Apprising the Director of Education of any local concerns that may have system-wide implications or may require a system response or Board motion

**Principals and Vice-Principals are responsible for:**

- Providing leadership and supports for staff in their knowledge, understanding, and implementation of this administrative procedure
- Addressing parent/guardian issues or issues raised by members of the public at the school level

**School staff members are responsible for:**

- Addressing parent/guardian issues at the school and/or classroom level

**Parents/guardians and members of the public are responsible for:**

- Engaging in respectful dialogue while raising issues and concerns with school board staff

**Progress Indicators:**

- Increased awareness and understanding of the Addressing Parental and Public Concerns Administrative Procedure