

# **Administrative Procedure 113**

## **General Administration**

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# **PARENTAL CONCERNS AND COMPLAINTS**

## **BACKGROUND**

For the purposes of this administrative procedure, student and child are considered to be one and the same.

The charter board is committed to the establishment of productive partnerships between parents/guardians and school staff members in support of student learning. Central office and school staff are expected to work effectively with parents/guardians to respond to expressed concerns and to deal with complaints in a fair, just and timely manner.

## **GUIDELINES**

1. Concerns and complaints are best resolved as close to the source of the concern or complaint as possible.
2. The best solutions come from parents/guardians and Westmount staff working together.
3. Concerns or complaints must be made in a respectful manner, at an appropriate time and place and should not be:
  - in the presence of students; during instructional time; or
  - in the presence of a staff member's colleagues.
4. Parents/guardians are expected to present concerns about their own child only.
5. Concerns and complaints are dealt with in a courteous, timely, and constructive manner.
6. An individual's concern will be given respectful attention while upholding the integrity of the school authority.
7. A concern or complaint must be handled in a confidential manner.
8. When required, the information about the concern or complaint and the identity of the person lodging the concern or complaint will be disclosed to:
  - a. Individual(s) named in the concern or complaint,
  - b. Individual(s) who need to be contacted for information about the concern or complaint,
  - c. Individual(s) who need to know about the concern or complaint as part of their duties; and
  - d. Individual(s) responding to the concern or complaint
9. The school will not respond to anonymous complaints except in instances where there are allegations associated with child welfare issues or criminal activities.

## **PROCEDURES**

It is appropriate in times of conflict that established procedures be followed to allow all stakeholders to be heard and for harmonious solutions to be reached.

Concerns and complaints should be addressed as follows:

1. When a concern or complaint arises, the parent/guardian is requested to speak in a respectful manner with the staff member involved in an attempt to resolve the issue.

2. If satisfactory resolution to the concern or complain is not achieved, the parent/guardian may contact the school administration.
3. If parents/guardians remain dissatisfied with the result, the matter can be referred in writing to the superintendent. The written documentation shall outline:
  - a. The nature of the complaint and
  - b. The steps taken with the teacher and the school principal. If the complaint directly involves the school principal alone, indicate so in the written submission.
  - c. A description of the decision complained; and
  - d. the reason for the review request
4. The superintendent shall communicate the decision in writing, including a rationale for the decision, within 10 business days from the date of receiving the written documentation.
5. If a concern or complaint arises regarding the actions/decisions of the school council, the matter should be addressed with the school council chair. In the event that the matter is not satisfactorily resolved, it should be discussed with the school council chair and the principal.

<b>Cross Reference:</b>	Charter Board Policy 13: Welcoming, Caring, Respectful and Safe Learning and Working Environments AP-111 Parent/Guardian Responsibilities
<b>Date of Adoption:</b>	September 7, 2016
<b>Date of Revision:</b>	January 21, 2020, January 31, 2025
<b>Due for Review:</b>	January 31, 2028