

Administrative Procedure 113

General Administration

PARENTAL CONCERNS AND COMPLAINTS

BACKGROUND

For the purposes of this Administrative Procedure, the terms *student* and *child* are used interchangeably.

The Charter Board is committed to establishing and maintaining productive partnerships between parents/guardians and school staff in support of student learning and well-being. Central office and school staff are expected to work collaboratively with parents/guardians to respond to concerns and address complaints fairly, respectfully, and in a 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 and complaints must be communicated respectfully and raised at an appropriate time and place. Concerns or complaints should not be raised in the presence of students, during instructional time, or in the presence of a staff member's colleagues.
4. Parents/guardians are expected to raise concerns regarding their own child and should respect the privacy and confidentiality of other students and families.
5. Concerns and complaints will be addressed in a courteous, timely, and constructive manner.
6. All parties are expected to communicate and conduct themselves in a manner that supports a safe and caring environment and respectful and responsible behaviours.
7. An individual's concern will be given respectful attention while upholding the integrity of the school authority.
8. Concerns and complaints will be handled with appropriate regard for privacy and confidentiality.
9. Information regarding a concern or complaint, including the identity of the person raising it, may be disclosed when necessary to:
 - a. Individuals named in the concern or complaint,
 - b. Individuals who need to be contacted to obtain relevant information;
 - c. Individuals who require information in the performance of their duties; and
 - d. Individuals responsible for responding to or resolving the concern or complaint.
10. The school will not respond to anonymous complaints except in instances where there are allegations associated with child welfare issues or criminal activities.

PROCEDURES

When concerns or conflicts arise, following an established process gives those involved an opportunity to be heard and supports fair, respectful, and timely resolution.

Concerns and complaints should be addressed as follows:

1. When a concern or complaint arises, the parent/guardian is expected to first communicate respectfully with the staff member directly involved and make a reasonable attempt to resolve the matter.
2. If the concern or complaint is not satisfactorily resolved, the parent/guardian may bring the matter to the school principal or designate.
3. If the matter remains unresolved, the parent/guardian may submit a written request for review to the Superintendent. The written submission must include
 - a. The nature of the concern or complaint;
 - b. The steps taken to address the matter with the staff member and school principal, as applicable;
 - c. A description of the decision or outcome being disputed; and
 - d. The reason for requesting further review.
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. If the matter is not satisfactorily resolved, discuss it with the School Council Chair and the Principal.

Cross Reference:	Charter Board Policy 13: Welcoming, Caring, Respectful and Safe Learning and Working Environments AP-111 Parent/Guardian Responsibilities
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