

## ***Protocol for Parent/Guardians Dealing with Student Concerns***

### Parent/Guardian Concern Protocol

The staff at Irwin Park continues to value the working relationships that we have with parents as our partners in the education of children. A review of Irwin Park's protocol for parents when dealing with an issue or concern regarding their child's education is as follows :

- Initial contact is always with the child's teacher.
- If unresolved, a plan of action, with timelines, is to be established between the parent/s and the child's teacher.
- A second meeting between the parent/s and the teacher is to be held to review the plan and progress.
- If the issue is not resolved after the plan of action has been implemented and completed, the parent is asked to contact the Administration.

Irwin Park's steps are designed to promote open and honest communication between parent/s and staff to foster an atmosphere of mutual respect.

At the February 8<sup>th</sup>, 2000 Board Meeting, board policy regarding parent/guardian concern protocol was approved. This protocol is an effective process for addressing concerns and inquiries regarding parents' children. It is recommended that parents respect the process within this policy with the understanding that Irwin Park staff remain committed to resolving issues and concerns which reflect mutual respect and fairness.

Policy 11.25 : Questions, issues or concerns that parents/guardians may have regarding their child's schooling should be dealt with in a manner which reflects mutual respect and fair process. Whenever possible, the Board encourages parents/guardians to address concerns directly with the employee involved.

Rationale : The Board recognizes the importance of establishing a process which encourages parents/guardians and employees to communicate honestly and promptly regarding questions, issues or concerns, involving their student's schooling. The Board recognizes that, whenever possible, concerns are best resolved between the employee involved and the parent/guardian. Protocols to address issues should encourage honest dialogue and foster an atmosphere of mutual respect.