

Ontario Federal Schools Parental Communication Protocol

 Protocol
SO-09-01

This chart outlines the process for escalating parental concerns. All concerns must be addressed at the appropriate level, beginning with the classroom teacher, and may only be escalated once prior steps have been followed and resolution efforts have been exhausted.



Teacher

1. Initial Communication

A parent/guardian brings a concern forward to the classroom teacher. The teacher will respond to the parent/guardian through a phone call or by arranging a meeting to address the concern.



Principal

2. Escalation to Principal for a School-Level Resolution

If the concern remains unresolved, the teacher will consult with the principal to review the issue and determine appropriate resolution strategies. The teacher will then re-engage with the parent/guardian to attempt resolution.

3. Meeting with the Principal

Should the solution strategies be unsuccessful, a meeting between the parent and the principal may be arranged.

4. Formal Documentation and Director Notification

If the parent/guardian remains dissatisfied with the school level attempts for resolution, the Principal will provide the parent with a *Parental Communication Report Form (Appendix A)*. This form must be completed by the parent and submitted to the principal. The principal will review, sign and forward the form to the Office of the Director and provide the parent/guardian with a copy. In addition, the principal must also complete and submit a *Principal Investigation Notes form (Appendix B)* to the Office of the Director.

5. Formal Written Response

The Director will review the *Parental Communication Report Form* and *Principal Investigation Notes (Appendix A and B)*. The Director will provide a *Formal Written Response* to the parent/guardian addressing the concern within ten (10) school days.



Director

