**PARENT CONCERN PROTOCOL**

**What’s the Parent Concern Protocol?**

The Parent Concern Protocol describes the steps parents can follow when they are concerned about a school-related problem or an issue affecting their child or the community. Parents are encouraged to begin by addressing the problem at the level where it takes place.

**Procedures**

***Concern about a school policy, procedure, activity or event brought to the principal***

The principal may:

* Advise a parent to discuss the concern directly with the teacher;
* Gather more information about the concern;
* Discuss the concern with the teacher;
* Meet jointly with the teacher and parent;
* Consult with the local superintendent of education, other TDSB staff or the Board’s Legal Services;
* Refer the issue to the school council for discussion;
* Refer the concern to the superintendent of education (when parent disagrees with the decision and wants to appeal to a higher staff authority);
* If the concern is related to a policy or program, the principal will direct the parent to the appropriate person.

***Concern related to a classroom, teacher or school brought to the superintendent of education***

The superintendent may:

* Refer the parent to the principal;
* Gather more information about the concern;
* Discuss the concern with the principal;
* Make a final decision in consultation with the principal and inform the parent and principal of the outcome;
* Refer the concern to the appropriate person.

***Concern about a particular school or group of schools brought to the director of education or chair of the board***

Actions may include:

* Referring the matter to the appropriate superintendent of education, central superintendent or local trustee.

**Guidelines for Parents**

* Recognize that it may take time for the school to address and resolve your concern;
* Talk first with the staff person responsible for the type of concern you have;
* If your concern is about a school policy or program, please direct it to the school council;
* If your concern is about a policy or program, please direct it to your superintendent of education or trustee;
* Please keep personal information regarding the issue confidential.