



REPORT TO

GOVERNANCE AND POLICY COMMITTEE

STUDENT/SCHOOL RELATED CONCERNS POLICY

After three days they found him in the temple, sitting among the teachers, listening to them and asking them questions. - Luke 2:46

Drafted	Meeting Date
September 6, 2024	October 1, 2024
Derek Luk, Senior Policy Advisor Shazia Vlahos, Chief Communications Officer, Policy, Government Relations & Strategy Shawna Campbell, Executive Superintendent of Education, Field Services Area 3 Schools and Early Years	
RECOMMENDATION REPORT	

Vision: *IN GOD'S IMAGE: Growing in Knowledge, with Justice and Hope.*

Mission: *Nurturing the faith development and academic excellence of our Catholic learning community through the love of God, neighbour, and self.*



MULTI-YEAR STRATEGIC PLAN
2022 - 2025

IN GOD'S IMAGE: Growing in Knowledge, with Justice and Hope



Brendan Browne
Director of Education

Adrian Della Mora
Associate Director of Academic Affairs & Chief Operating Officer

Derek Boyce
Associate Director of Corporate Services and Chief Commercial Officer

Ryan Putnam
Chief Financial Officer and Treasurer

A. EXECUTIVE SUMMARY

This report recommends updating the current Guidelines for Trustees, Parents and Staff in Addressing School Related Concerns A.33, along with renaming it as Student/School Related Concerns Policy.

The cumulative staff time required to prepare this report was 32 hours.

B. PURPOSE

The draft updated Student/School Related Concerns Policy (Appendix A – tracked and Appendix B – clean), Protocol (Appendix C – Tracked and Appendix D clean), and Family Resource (Appendix E) addresses the May 7, 2024 GAP motion, and ensures alignment with direction from the Ministry of Education’s June 6, 2024 Policy/Program Memorandum (PPM) 170: School board communication with parents (Appendix F).

C. BACKGROUND

1. The Policy was last updated in November 2015.
2. The Board referred the policy to Governance and Policy (GAP) Committee in March 2023 and requested updates including "procedural fairness", contact information for the Human Rights Equity Advisor and the Ontario Ombudsman.
3. At the GAP meeting on May 7, 2024, staff provided additional information about considerations for a streamlined policy and family friendly resource, and the GAP approved motion noted: *That Staff revise the Policy to make it more family friendly and remove the word guideline from the title and consider family friendly resources for local schools.*
4. On June 6, 2024, the Ministry of Education released PPM 170 that provided direction to school boards to develop a protocol that sets out standards for acknowledging and responding to parent inquiries including:
 - i) A step-by-step process school boards will take in acknowledging and responding to parent inquiries about matters pertaining to their child’s education;
 - ii) Expected timelines for an acknowledgement and response;
 - iii) Ensuring parent awareness; and
 - iv) Information about the types of inquiries parents can have addressed at the classroom, school and Board level.

5. On September 3, 2024, GAP referred the draft policy and protocol back to staff to make additional changes to the policy.

D. EVIDENCE/RESEARCH/ANALYSIS

1. Staff addressed GAP input on the policy, protocol and family resource by:
 - a) Updating the name of the policy to “Student/School Related Concerns”;
 - b) Regulation 5 now references timelines to notify Trustees;
 - c) Regulation 7 now positions Trustees as working with school leadership to help address concerns; and
 - d) Family friendly resource has updated visuals, and language in the “Contact the Local Trustee” section has been updated to ensure community members know that Trustees are available to support them.

E. METRICS AND ACCOUNTABILITY

1. The policy will be reviewed every five years.

F. STAFF RECOMMENDATION

1. Staff recommends that the proposed Student/School Related Concerns Policy (Appendix A – tracked and Appendix B – clean), Protocol (Appendix C tracked and Appendix D – clean), and Family Resource (Appendix E), be approved.