



POLICY NAME:	SCHOOL/STUDENT RELATED CONCERNS
POLICY SECTION:	Parents, Guardians & Community
DATE APPROVED:	January 12, 2011 - Board
DATE OF NEXT REVIEW:	2029
DATES OF AMENDMENTS:	November 2015; September 2024
RESPONSIBLE DEPARTMENT:	Schools

Policy:

Effective and ongoing communication at every level of the system is integral to ensuring positive working relationships among all within the Toronto Catholic District School Board (TCDSB) community.

The policy establishes clear and effective lines of communication between parents/guardians, stakeholders, and TCDSB staff.

The policy is in alignment with the TCDSB's Multi-Year Strategic Plan (MYSP) and reflects Catholic values rooted in the love of Christ.

Scope and Responsibility:

This policy extends to the entire TCDSB community and all relevant stakeholders.

The Director of Education, supported by Principals and Area Superintendents, is responsible for this policy.

Regulations:

1. All concerns shall be addressed in a respectful and professional manner that is consistent with the Education Act, all other relevant legislation, Board policies, and collective agreements.
2. In addressing parent/guardian and stakeholder concerns, staff should attempt to resolve issues locally at the source.
3. A first response acknowledging receipt of the concern is expected within two school days.

Appendix B

4. Staff shall make best efforts to provide an estimated date of response if an concern cannot be fully addressed within five business days of receipt.
5. The School Superintendent and/or Associate Director will communicate with the Trustee and other concerned parties within 24 to 48 hours manner regarding the resolution/decision about the raised and/or information that may impact their school community.
6. Trustee inquiries, information or suggestions to staff about possible resolutions to a school concern are to be directed to the appropriate School Superintendent and Principal to work together to help resolve the matter.
7. The School Superintendent will ensure that the Director of Education, Associate Director(s), and Chief Communications Officer are apprised of any local matter that may have system wide implications or may be the object of media interest and may require a system response. The Chair of the Board will be apprised by the Director or designate.

Cross References:

Ministry of Education Policy/Program Memorandum

- Policy/Program Memorandum 170 - School board communication with parents

TCDSB Policy /Procedure

- Addressing School Related s – Protocol
- Code of Conduct
- Trustees Code of Conduct

Evaluation and Metrics:

1. The policy will be reviewed every five years.
2. Monitor complaints filed externally after the internal process has been exhausted.