

Appendix C

School/Student Related Concerns – Protocol

Classroom Level Concern

- A parent/guardian who **makes an concern** expresses a concern about a **classroom-related** issue will be directed to the appropriate teacher/staff member to resolve the matter.
 - Examples of classroom issues include, but are not limited to homework, assignments and report cards.
- If the parent/guardian has not been successful in resolving the concern with the teacher/staff member, the parent **may will** address the **concern concern** with the **Principal**. If not resolved at the school level, the parent/guardian will be directed to the School Superintendent.

School Level Concern

- A parent/guardian who makes an concern about a school-related issue that has not been resolved at the classroom level, will be directed to the **Principal to resolve the matter**.
 - Examples of school issues include, but are not limited to, student registration, special education, transportation, schedules, suspensions, code of conduct, school safety, fundraising and parent councils.
- If the parent/guardian has not been successful in resolving the concern with the **Principal**, the parent/guardian may address the matter to the **School Superintendent**.

Board Level Concern

- A parent/guardian who makes an concern about a board-related matter that has not been resolved at the classroom and school level, will be directed to the appropriate **Superintendent**.

Trustee Level Concern

- Trustees may be contacted by parents/guardians about local school and

system-wide matters. Trustees may collaborate with Board and school leadership to resolve local matters.

- **A parent/guardian may wish to contact their locally elected Catholic school board Trustee for any concern about their child's education.**

Other Options

- **Parents/guardians can also contact the TCDSB's Human Rights and Equity Advisor (HREA) or the Ontario Ombudsman where matters have not been resolved at the classroom, school and board level.**
 - **HREA - the HREA is committed to promoting and protecting the human rights of students, families, staff and the broader school community. They can be contacted at hrea@tcdsb.org if you have questions or concerns about a human rights matter.**
 - **Ontario Ombudsman - the Ontario Ombudsman promotes fairness, accountability and transparency in the public sector by investigating public complaints and systemic issues within the jurisdiction. Visit [Ontario Ombudsman](#) to learn more.**