

---

# School/Student Related Concerns - Protocol

---

## Classroom Level Concern

- A parent/guardian who makes an 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 address the 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.

## Appendix D

- 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](mailto: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.