

Administrative Procedure 113

General Administration

PARENTAL CONCERNS AND COMPLAINTS

BACKGROUND

For the purposes of this administrative procedure, student and child are considered to be one and the same.

The charter board is committed to the establishment of productive partnerships between parents/guardians and school staff members in support of student learning. Central office and school staff are expected to work effectively with parents/guardians to respond to expressed concerns and to deal with complaints in a fair, just and timely manner.

GUIDELINES

1. Concerns and complaints are best resolved as close to the source of the concern or complaint as possible.
2. The best solutions come from parents/guardians and Westmount staff working together.
3. Concerns or complaints must be made in a respectful manner, at an appropriate time and place and should not be:
 - in the presence of students; during instructional time; or
 - in the presence of a staff member's colleagues.
4. Parents/guardians are expected to present concerns about their own child only.
5. Concerns and complaints are dealt with in a courteous, timely, and constructive manner.
6. An individual's concern will be given respectful attention while upholding the integrity of the school authority.
7. The school will not respond to anonymous complaints except in instances where there are allegations associated with child welfare issues or criminal activities.

PROCEDURES

It is appropriate in times of conflict that established procedures be followed to allow all stakeholders to be heard and for harmonious solutions to be reached.

Concerns and complaints should be addressed as follows:

1. When a concern or complaint arises, the parent/guardian is requested to speak in a respectful manner with the staff member involved in an attempt to resolve the issue.
2. If satisfactory resolution to the concern or complain is not achieved, the parent/guardian may contact the school administration.
3. If parents/guardians remain dissatisfied with the result, the matter can be referred in writing to the superintendent.
4. If a conflict of interest exists between the administrator and the superintendent, concerns arising under this administrative procedure are addressed in writing to the charter board chair.
5. If a concern or complaint arises regarding the actions/decisions of the school council, the matter should be addressed with the school council chair. In the event that the matter is not satisfactorily resolved, it should be discussed with the school council chair and the principal.

As the Westmount Charter School community, we will honour the spirit of our charter. We believe there is no situation which cannot be resolved if we participate with active listening and a desire to provide for our students the very best educational setting in a welcoming, caring, respectful, safe and supportive environment.

Cross Reference: Charter Board Policy 13: Welcoming, Caring, Respectful and Safe Learning and Working Environments
AP-111 Parent/Guardian Responsibilities

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