

Standards of behaviour for the school community

The following is based on Ontario Ministry of Education's Code of Conduct.

These standards of behaviour are intended to ensure that all members of the school community are treated with respect and dignity. All members of the community are expected to maintain an environment where conflict and difference can be addressed in a manner characterized by respect and civility.

Members of the school community are expected to:

- treat one another with dignity and respect at all times, especially when there is disagreement
- respect all members of the school community
- respect the need of others to work in an environment that encourages learning and teaching
- keep language respectful

Process for resolving parent and guardian concerns

From time to time there may be a misunderstanding, a lack of communication, or a serious situation that requires attention. When this happens all parties must work together to resolve the matter. A parent has the right to express concerns, a teacher has the right to respond, and the board has an obligation to support students, staff and parents. As outlined in *Administrative Procedure 1410 – Parent Support*:

1. Parent/guardian(s) with a concern will typically first address their concern with the teacher.
2. If the concern is not resolved, the parent/guardian(s) may speak with the principal and the teacher together. If the parent/guardian(s) hasn't spoken to the teacher, the principal will ask them to do so.
3. The principal may request parent/guardian(s) to put their concern in writing.
4. If the concern has not been resolved with the teacher and principal, the parent/guardian(s) may contact the superintendent. If the parent/guardian(s) have not spoken to school staff, the Family of Schools superintendent may direct the parent/guardian(s) to do so.



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