



The Limestone District School Board prides itself on building and maintaining strong relationships with students, parents, and the broader school community. The Board is therefore committed to addressing public concerns in a fair, respectful, and equitable manner, and believes that hearing and responding to public concerns provides a valuable opportunity to improve service for Limestone students, their parent(s)/guardian(s), and the broader school community.

The Board's Mission, Vision and Strategic Plan provide the basis upon which issues/concerns are addressed and, where possible, resolved. Additionally, concerns being addressed under this Procedure will adhere to relevant legislation, LDSB Policies, Procedures, and Collective Agreements.

In order to effectively resolve issues, it is the belief and practice of the Limestone District School Board that public concerns and questions should be dealt with at the level closest to the issue.

It should be noted that at each step of an inquiry (outlined below) the expected timelines for an acknowledgement and response to a family inquiry is within 2 business days. In all cases, board staff shall make best efforts to provide an estimated date of response if a parent inquiry cannot be fully addressed within 5 business days of receipt. All responses to family inquiries should be communicated in a clear manner to ensure understanding, and include relevant, accurate information that addresses the specific inquiry.

## **1. Parent or Guardian Complaint**

If a parent/guardian has a concern about a matter related to their child's education or school, the steps outlined below should be followed:

### **Step 1 - Talk with the Child's Teacher**

Parent(s)/guardian(s) should contact their child's teacher to discuss the concern at a mutually convenient time.



**Step 2 - Talk with the School Principal or Vice-Principal:**

If parent(s)/guardian(s) and the teacher are not able to resolve the issue, or the issue is not related to their child's classroom experience, it should be discussed with the school Principal or Vice-Principal. The Principal or Vice-Principal will gather information from everyone involved to clarify the problem and work to resolve the matter as quickly as possible. Inherent in every investigation is the Board's expectation that employees and students will follow school and Board Policies and Procedures.

**Step 3: Talk with the School Supervisor:**

If parent(s)/guardian(s) and the school principal are not able to resolve the issue, the parent(s)/guardian(s) may discuss the issue with the school supervisor. The Superintendent will review the matter as it relates to established Policies and Procedures and will respond to the parent(s)/guardian(s) about their concern.

**Step 4 - Talk with the Director of Education:**

If parent(s)/guardian(s) and the school superintendent are not able to resolve the issue, the parent(s)/guardian(s) may discuss the issue with the Director of Education. The Director of Education will review the matter and respond to the parent(s)/guardian(s) about the concerns.

**Step 5 - Register as a Delegation and Present to the Trustees:**

If parent(s)/guardian(s) and the Director of Education are not able to resolve an issue, and the issue falls under the governance and responsibility of the Trustees, the parent(s)/guardian(s) may register as a delegation and make a presentation to Trustees at a committee or regular meeting of the Board, by making a written request to the Chair and or the Director of Education as per Policy 13..

## **2. Roles of External Representatives of the Parent(s)/Guardian(s)**

From time-to-time parent(s)/guardian(s) may believe or feel that they need support to effectively address their child's interests. Parent(s)/guardian(s) have the right to have a representative of their choosing in attendance at meetings with staff, subject to any limitations established in these Procedures. Any costs/expenses associated with such a



representative are the responsibility of the parent(s)/guardian(s). Principals, staff and parent(s)/guardian(s) shall be notified in advance of a meeting as to who is anticipated to be in attendance.

### **3. Role of Trustees**

Trustees are elected every four years during the municipal election and are responsible for governance. As part of the school board, trustees provide governance level oversight including fiscal responsibility, and policy development and implementation with a primary focus on student achievement and wellbeing. Trustees serve as a link between school communities and Board staff, bringing issues to the attention of the Director and Superintendents. School Trustees serve as ambassadors for the Board and advocates for public education. Parent(s)/guardian(s) or constituents may contact Trustees at any time. While the authority of Trustees is corporate governance and does not extend to the day-to-day operations of the board, Trustees provide information and direction, and will facilitate the communication process between the parent(s)/guardian(s) and the Board. Trustees shall direct the parent(s)/guardian(s) to the appropriate Procedure to be followed in resolving any concerns or to the appropriate person or step in the process (dependent on the steps the parent(s)/guardian(s) have already undertaken to resolve the concerns at the time the Trustee is contacted) but shall not act as a representative of the parent(s)/guardian(s). If the matter brought to the attention of a Trustee falls within the Board's Corporate Policy Governance role, the Trustee may choose to submit the matter to the Board Chair for inclusion on an upcoming agenda of a Board Committee or regular meeting of the Board.

### **4. Role of School Councils**

School Councils were established to advise Principals on matters related to their school and school system, such as curriculum and code of student behaviour. Matters appropriate for inclusion on a school council agenda should be directed in advance of a meeting to the School Council Chair and Principal. School Councils are not forums to discuss individual parent/guardian-teacher-student issues. Such matters brought to a school council member or any school council meeting will be referred immediately to the Principal.

## **Administrative Procedure 497**

### **Public Concern Issue Resolution Process**

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For a broader public concern or issue within the Limestone District School Board, the Limestone District School Board's Communications Department, or the Office of the Director of Education should be contacted at which time your concern will be referred to the appropriate person or organization for review. In addition, the Limestone District School Board's website [www.limestone.on.ca](http://www.limestone.on.ca) provides information with respect to lead staff for departments as well as Policies, Procedures and practices.

Concerns pertaining to the Ministry of Education should be directed to the Ottawa Regional Office at 1-800-267-1067, or by email to: [info@edu.gov.on.ca](mailto:info@edu.gov.on.ca).



## Legal References

*Education Act Education Act, sections 169.1, 170-171 Duties and Powers of Boards; section 209 Trustee Declaration; Part VIII Compliance with Board Obligations; Part IX Finance*

## Board References

*AP 405, 406 - Respect in the Workplace*

*Safe Schools*

*Special Education - IPRC, IEP, SEA*

*Special Education Appeal Board*

*AP 353 - Progressive Discipline*

*BP06- Role of Trustees*

*BP:03 - Role of Director*

*LDSB Strategic Directions: See Yourself in Limestone 2024-2028*

*PPM 170: School Board Communication with Families, 2024*

## Resources

*Good Governance: A Guide for Trustees, School Boards, Directors of Education and Communities, The Ontario Education Services Corporation (OESC), 2022-2026*