

Parent Communication and Concern Resolution Policy

Purpose

At Dr. Donald Massey School, we value strong, respectful, and collaborative relationships between families, teachers, and school administration. Open communication is important to student success; however, it is also important that communication follows an appropriate process so that concerns can be addressed efficiently and fairly.

Communication with Teachers

Parents and guardians are encouraged to contact their child's teacher when they have questions or require information related specifically to:

- Their child's learning and academic progress
- Classroom learning activities and expectations
- Assignments, assessments, or homework
- Their child's participation and engagement in the classroom
- Strategies that may support their child's learning at home
- Other day-to-day classroom or learning-related questions

Teachers will make every reasonable effort to respond to parent communication in a timely manner. Parents are asked to recognize that teachers are responsible for teaching and supervising students throughout the school day and may not be able to respond immediately.

Concerns and Complaints

Concerns, complaints, or issues that go beyond questions about a child's learning should be directed to school administration.

This includes concerns related to:

- Complaints about school or classroom decisions
- Concerns regarding staff conduct or interactions
- Concerns involving other students
- Significant behavioural or disciplinary concerns
- Concerns about school procedures or practices
- Ongoing concerns that have not been resolved through regular communication
- Any matter that a parent believes requires administrative review or intervention

Parents should contact administration directly rather than asking teachers to investigate, manage, or resolve complaints that fall within the responsibility of school administration.

Why This Process Is Important

Teachers are primarily responsible for providing instruction, supporting student learning, supervising students, and managing the classroom throughout the school day. Their focus must remain on the students in their care.

School administration is responsible for receiving and addressing parent concerns, reviewing complaints, gathering information, and determining appropriate next steps when an issue requires administrative involvement.

This process helps ensure that:

- Teachers can remain focused on teaching and supporting students.
- Parent concerns are directed to the appropriate person.
- Concerns are addressed consistently and fairly.
- All relevant information can be reviewed before decisions are made.
- Staff, students, and families are treated respectfully.

Meetings

When a concern requires further discussion, administration may arrange a meeting with the parent/guardian and, when appropriate, the teacher or other staff members.

Meetings will be scheduled when they are necessary to clarify concerns, review information, determine next steps, or develop a plan to support the student.

Parents are asked to allow administration an appropriate opportunity to review the concern before a meeting is scheduled.

Communication Expectations

We ask that all communication between families and school staff remain respectful, professional, and focused on supporting student success.

Parents and guardians should use the following general guideline:

Questions about your child's learning → Contact the teacher.

Complaints, significant concerns, or matters requiring intervention → Contact administration.

This communication process is intended to support our staff, protect instructional time, and ensure that parent concerns are handled appropriately and consistently.

Our shared goal is always the same: **to support our students and provide them with the best possible learning environment.**