



Lambton Kent
District School Board

Parent Communication Guidelines

Conflict Resolution

Preamble:

The Lambton Kent District School Board is committed to providing the best quality learning opportunities for all students and encourages partnership and cooperation between home and school. Open and on-going communication is essential for all stakeholders to work together effectively.

It is important to realize that decisions are based on established policies, regulations and procedures.

From time to time there may be a misunderstanding, a lack of communication, or a conflict that needs to be addressed. When this happens all parties must work together to resolve the issue. A parent or guardian has the right to express concerns, a staff member has the right to respond, and the Board has an obligation to support students, parents/guardians and staff.

Steps to foster effective communication with Teachers, School Administrators and Board Office Staff:

If a parent or guardian (hereafter referred to as parents) has a concern about a school matter, these are the steps they should follow:

Step 1

The parent should discuss their concern or issue with the classroom teacher at a mutually convenient time. The parent should write a note or call the school to set up an appointment. Most situations are resolved at this level.

Step 2

If the parent and the teacher are unable to resolve the issue, the matter should be discussed with the school principal (or designate). The principal will clarify the problem and work to resolve the matter as quickly as possible.

Step 3

If the parent and the school principal are unable to resolve the issue, the parent may contact the school superintendent. The superintendent will investigate the matter and respond to the parent.

Step 4

If the parent and the school superintendent are unable to resolve the issue, the parent may contact the Director of Education to discuss the concern. The Director will investigate the matter and respond to the parent. In an exceptional situation where a resolution can not be reached the Director may consider scheduling a mediation session with the parties involved.

Role of the Trustee

Parents may contact a trustee at any time; however the trustee will encourage parents to follow the steps outlined in the communication guidelines.

Role of the School Council

School councils were established to act in an advisory capacity to school principals and to the Board on educational matters and are not forums to discuss parent-teacher-student issues.