



KAWARTHA PINE RIDGE DISTRICT SCHOOL BOARD

POLICY STATEMENT

Policy Name: Parental and Public Concerns
Section: Board and Community

Policy Code: B-1.8

Established: April 26, 2018
Revised or
Reviewed: May 23, 2023

1. POLICY STATEMENT

The Kawartha Pine Ridge District School Board (KPR) takes concerns from students, staff, families and communities seriously. To support our goals of success and wellness for all, we encourage individuals to address concerns directly with those involved.

2. OBJECTIVE

Concerns from students, staff, families and community stakeholders will be handled in a timely and fair manner and are usually best handled closest to the source of the problem.

3. DEFINITIONS

Board

The corporate Board which maintains the daily operation of the system; Kawartha Pine Ridge District School Board; a reference specifically pertaining to Kawartha Pine Ridge District School Board as a legal entity; also referred to as KPR or KPRDSB.

Board of Trustees

The elected governance branch of the Board.

Parent

Any parent, guardian or caregiver of a KPR student.

Trustee

A person elected, acclaimed or appointed to the office of trustee of the Board pursuant to the provisions of the Education Act and the Municipal Elections Act, and a member of the Board of Trustees.

4. APPLICATION

This policy applies to:

- Kawartha Pine Ridge District School Board staff and trustees
- Parents, guardians, caregivers, and community stakeholders

Individuals with supervisory authority (both schools and non-school administrative departments) are responsible for taking prompt action, in accordance with this policy, whenever they are aware of parental or public concerns.

5. RESPONSIBILITY

The Communications and Corporate Affairs area is responsible for the guidelines and directives within this policy.

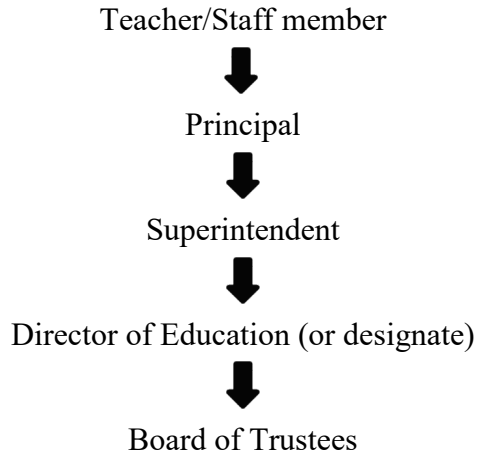
The Commissioner's Office of Human Rights, Equity and Accessibility is responsible for the administration of the Report It! tool.

6. POLICY

6.1. Trustees

Trustees receiving public complaints or concerns should refer the person(s) to the appropriate staff, principal or official as follows:

- 6.1.1 matters concerning individual students should first be directed to the teacher/staff member;
- 6.1.2 unsettled matters from 6.1.1 above, or problems and questions concerning individual schools, should be directed to the principal of the school;
- 6.1.3 unsettled matters from 6.1.2 above, or problems and questions concerning the school, should be directed to the local superintendent;
- 6.1.4 issues that are not school based should be directed to the appropriate superintendent, e.g., transportation matters;
- 6.1.5 if the steps outlined have been done, or for some legitimate reason are not feasible, the matter should be discussed with the Associate Director or Director of Education (or direct the person(s) to the Associate Director/Director of Education) who shall take steps to investigate; and
- 6.1.6 if Board of Trustees action is necessary, the Director of Education shall refer the matter to the appropriate Board committee or the Board of Trustees – delegations presenting to Board meetings and/or committee meetings is addressed in Board Policy No. B-2.1, Board and Committee Meetings, Delegations Appearing at Board and/or Committee Meetings.



6.2 Anonymous Concerns

No action will be taken on anonymous correspondence other than to refer it to the appropriate official.

6.3 Report IT!

In some situations, an individual may not feel comfortable or safe to report issues directly. Report IT! is a confidential online tool, accessible from the KPR website, to report issues of concern, including:

- discrimination and harassment
- bullying, threats, targeting and intimidation
- failure to accommodate, and
- other issues negatively affecting student well-being.

7. RELATED POLICIES, ADMINISTRATIVE REGULATIONS OR PROCEDURAL DOCUMENTS

Board Policies:

[B-2.1, Board and Committee Meetings](#)

[B-3.3, Human Rights: Code-Based Discrimination and Harassment](#)

[Report IT!](#)

8. REFERENCE DOCUMENTS

Legislation:

[Education Act](#)