



PARENTAL CONCERN REFERRAL FORM

Formal Request For Referral

[To be completed by parent/guardian when referral beyond the school level is requested after step 2.]

School: _____

Principal / Vice-Principal: _____

Name of Student: _____ Grade: _____

Parent / Guardian: _____ Home Tel. No.: _____

SUMMARY OF CONCERN:

What is / was the issue? _____

When did the issue occur? _____

Who is / was involved? _____

Step 1 Parent has reviewed concern with Teacher/Driver Date _____

Step 2 Parent has reviewed concern with Principal/Head Driver Date _____

Step 3 Parent has reviewed concern with Family of Schools Supervisor/
Coordinator of Transportation Date _____

Step 4 Parent has reviewed concern with appropriate Director Date _____

Step 5 Parent has reviewed concern with Superintendent Date _____

Step 6 Parent has reviewed concern with appropriate Board Committee Date _____

Step 7 Parent has reviewed concern with Board Date _____

Signature of Parent / Guardian

Date Signed

Received by

Date Signed

Copy to Principal _____



PROCESS FOR RESPONDING TO A PARENTAL QUESTION/CONCERN

The following process has been put in place to ensure parents / guardians receive initial prompt response to questions/concerns that cannot be resolved at the school level. Responses at each step should be provided as quickly as possible and, at the latest, within two work days.

PROCEDURE

If you have a question or concern pertaining to a student or an issue within a particular school, you should try to resolve the issue with the appropriate *Teacher* and/or *Principal*. The majority of concerns can be resolved at this point.

If the issue is not resolved at the school, fill out the form on the reverse side and forward or take to your *Family of Schools Supervisor*. The *Supervisor* may call upon other central office staff to help resolve the issue.

Fax Numbers: *CELTIC FAMILY* 755-8155 *CHIGNECTO FAMILY* 597-4220
 COBEQUID FAMILY 896-5747 *NOVA FAMILY* 883-5371

If the issue is not resolved by the *Family of Schools Supervisor*, please request that your concern be referred to the appropriate *Director* at Central Office in Truro.

- For questions related to *student matters e.g. programs, student courses, student assessment, textbooks, in-service, research, student discipline, course selection, and technology, etc.* your concern will be referred to the *Director of Education Services*. [Fax # 897-8998]
- For questions related to *staffing, employee conduct, etc.*, your concern will be referred to the *Director of Human Resources Services*. [Fax # 897-8948]
- For questions related to *building maintenance, transportation, custodial services, vandalism, etc.* your concern will be referred to the *Director of Operational Services*. [Fax # 897-8988]
- For questions related to *accounts, budgets, invoices, tuition, etc.* your concern will be referred to the *Director of Financial Services*. [Fax # 897-8966]

If the issue is not resolved by the *Director*, please request that your concern be forwarded to the *Superintendent of Schools*. [Fax # 897-8989]

If the issue is not resolved by the *Superintendent of Schools*, please request that your concern be forwarded to the appropriate *Board Committee* or full *Board*. [Fax # 897-8989]

Please feel free to contact one of your *Board Members* directly with any question/concern you may have. *Board Members* will ensure that your question/concern is referred to the appropriate staff for follow-up action.

Approved - November 17, 1997 / Revised August 2002 / September 2002 / June 2003 / September 2006