PARENT/GUARDIAN CONCERN PROTOCOL



What to Expect From the SSRCE Concern Resolution Protocol Process

Your concern matters to us and you can expect problems to be resolved in a collaborative conversation rather than via emails.

School Supervisor

• Follow up phone call to gather critical information.

Director of Programs and Student Services:

- a collaborative inperson meeting.
- A summary of meeting minutes will be taken.
- Audio/video recording will not be permitted by any party.

Parent/Guardian

(of Pre-primary to Grade 12 child/student) has a concern.

The first point of contact is

your child's ECE* or teacher

*Early Childhood Educator

If your concern is not resolved, contact **the school principal**

If your concern is not resolved, contact
the South Shore Regional Centre for Education
at 902-543-2468 who will:
provide information,
direct access to SSRCE supports; and/or
refer your concern to the School Supervisor.

School Supervisor

who will work with you to find a solution.

If your concern remains unresolved, you can initiate a formal process by contacting

Director of Programs and Student Serviceswho will investigate the concern.

If your concern remains unresolved, contact the

Regional Executive Director of Education who will make a final decision.

SSRCE Supports Include:

- RCH Team
 - Coordinator of Mi'kmaw Education Services
 - Coordinator of African Canadian Education
 - Equity Consultant
- Programs Coordinators
- Student Services
 Coordinator/Staff

Please do not contact the Regional Executive Director until all other steps have been followed