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Protocol for Responding to Enquiries from Parents and Caregivers

Policy/Program Memorandum No.170 – School Board Communication with Parents

Communication with Parents: What to Expect

In June 2024, the Ministry of Education issued new guidelines (PPM 170) about how schools should communicate with parents. These guidelines require school boards to have a clear process for responding to questions and concerns from parents.

Our Commitment to You

We know that parents play a vital role in their child's education. We're committed to responding to your questions and concerns in a timely and respectful way. This helps build trust between us.

The OCDSB acknowledges the vital role played by parents and caregivers in supporting their child's education and that responding to legitimate questions and concerns in a timely manner is important for establishing trust.

Respectful Communication

We believe that open and respectful communication is key to resolving any issues. We expect all members of our school community – staff, parents, students, and caregivers – to treat each other with respect. All members of the OCDSB community, including staff, parents, caregivers and students are at all times bound to follow the OCDSB School District Code of Conduct policy. We won't respond to communication that is abusive, vexatious or disrespectful, and our staff are expected to be professional and courteous at all times.

Timelines for Responses

Whether you have a question for a teacher, the school principal, or the school board, here's what you can expect:

- We will acknowledge your question or concern within two (2) school days.
- If we can't give you a full answer within five (5) school days, we'll let you know and give you an estimate of when you can expect a response.

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How to Get in Touch

- **Classroom Questions:** Talk to your child's teacher or other relevant staff member.
- **School-Wide Questions:** Contact the school office.
- **General Questions (not specific to your child or school):** Contact the appropriate individual or office at the school board.

You can reach us by phone, email, or by setting up a meeting (in person or online). We'll try our best to communicate with you in the way that you prefer, but sometimes we might choose a different method if it's more appropriate.

Learn more about our protocol for responding to parent and caregiver enquiries.

We're committed to making sure that you understand the information we share. If needed, we can provide interpretation or translation services.