

Excerpt from PPM 170: Agenda Item 5.2- ACE 24 February 2025

Communication Protocol for Responding to Parent Inquiries

School boards must develop, and comply with, a protocol that sets out standards for acknowledging and responding parent inquiries. The protocol must include the components set out below.

Protocol Components

School boards must include the following components in their communication protocol:

- **Purpose/Objective:** an overview of the communication protocol/procedure, including intended goals and outcomes.
- **Process:** the step-by-step process school boards will take in acknowledging and responding to parent inquiries about matters pertaining to their child's education, and information about the types of inquiries parents can have addressed at the:
 - Classroom level
 - School level
 - Board level
- **Timelines and Report Back:** expected timelines for an acknowledgement and response. At minimum, boards must ensure the acknowledgement of a parent inquiry within 2 business days. Boards shall make best efforts to provide an estimated date of response if a parent inquiry cannot be fully addressed within 5 business days of receipt.

School boards should also take action to ensure that responses to parent inquiries:

- are conducted in a clear manner that is easily understood by a parent.
- include relevant and accurate information that addresses the specific inquiry.

School boards may also wish to outline any relevant policies, procedures, or regulations that may apply to the situation, ensuring transparency and accessibility.

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Communications protocols may include special procedures, including procedures that deviate from the guidance above, to address parent inquiries that are threatening, abusive, or otherwise inappropriate.