



Parent/Guardian and Student Complaint/Concern Policy

Background:

King Heights Academy supports the rights of parents, guardians, and members of our school community to make inquiries into policies, procedures, and decisions made and implemented by King Heights Academy and its staff. King Heights Academy realizes that parent/guardian/student concerns or conflicts may arise and must be resolved in a timely manner. By initiating a process of concern resolution, King Heights Academy will be better able to promote a resolution that is ethically sound, that responds to the needs of each member of our school community, and that is in keeping with the mission and values of King Heights Academy. The resolution of concerns is most successfully achieved when mutually acceptable solutions are arrived at, through procedures that are designed to find what is in the best interests of each King Heights Academy community member, but also respects the overall goals of the school as a private educational organization. King Heights Academy takes pride in developing a climate of respect and trust which focuses on working towards mutually acceptable solutions.

Guiding Principles:

- King Heights Academy recognizes the freedom of all members of the school community (students, staff, parents/guardians, and stakeholders) to voice their concerns in an appropriate manner to the appropriate school personnel.
- In making a formal inquiry, the person must be prepared to address their concerns in person or in writing to the person(s) involved.
- Concerns must be made at an appropriate time and place in a respectful manner.
- Presenting the concern must respect the confidentiality and dignity of all school community members.
- Concerns and complaints should be handled with respect and in a courteous manner.



Direction of Concerns:

Based on the nature of the concern, parents and guardians should direct the concern to the appropriate level which are outlined below:

Level 1 - Classroom Teacher

The first place to go about any classroom-related question or concern is your classroom teacher. They can help you with:

- Any questions about the classroom
- Classroom rules and consequences
- Homework and assignments

Level 2 - King Heights Academy Administration (Principal, Vice-Principal, Director of Operations)

If a parent or guardian would like more information or if you have questions that are beyond the classroom, talk to your school principal. They can help with:

- School programming
- Student schedules
- Disciplinary actions
- Concerns with marks and mark reporting
- Homework, assignments, exam
- Code of Conduct
- Safety and security
- Individual concerns with staff

Level 3: King Heights Academy Head of School/Director

- Appeals of decisions made by administration.
- School programming concerns unresolved by administration
- Concerns regarding King Heights Academy administration



Notes on Procedure:

Upon receipt of an inquiry, a school official will refer the concern to the appropriate level.

1. Parents/Guardians must address concerns directly to teachers before raising these concerns with the school administration when their concerns are about their child's teacher, program, and/or program support.
2. If a parent/guardian has a concern about the school administration, the parent/guardian is expected to deal with that concern with the school administration first, before raising these concerns with the King Heights Academy Head of School/Director.
3. If, in the view of the complainant, the ruling of the King Heights Academy administration is unacceptable, the complainant may address their concern(s) to the King Heights Academy Head of School/Director in writing. The letter must outline the nature of the original complaint, the steps that have been taken, and in what way the decision of the school Principal is unacceptable. Upon receiving the inquiry, the Head of School/Director or the designate will determine if all avenues for resolutions have been considered.
4. All parties will deal with their concerns in a manner that is consistent with the King Heights Academy Code of Conduct.
5. King Heights Academy has a responsibility to facilitate communication and to provide procedural direction to the parent/guardian/student who initiate complaints or concerns with this document.
6. Attempts will be made to deal with concerns that are brought to the attention of the school in an appropriate manner in a timely fashion.
7. Concern resolution procedures and conduct shall respect the provisions of the *Ontario Education Act and the Ontario Schools, Kindergarten to Grade 12: Policy and Program Requirements, 2016 (OS)*

Updated August 2021