

## **University Hill Preschool** **Communications Policy**

*Amended August 2014*

In an effort to ensure that both parents and teachers feel they have a clear protocol to follow, if a disagreement should arise, we have prepared a simple policy to be followed. Usually, a direct, non-judgemental approach will resolve concerns. Parents are always welcome to speak to the teachers after class if there is a concern. If there is not enough time to address with the concern a meeting can be scheduled at a time convenient for both parties.

*Please note that any and all discussions between parents and teachers must be done so in a respectful manner. There will be no tolerance for inappropriate, threatening verbal or physical behaviour. Such behaviour on the part of a parent or teacher may result in discipline action being taken by the Board of Directors.*

Teachers are available each school day to speak with parents regarding questions or concerns. We believe that frequent interactions can help stem the need for further, more formal meetings. Parents are welcome to speak and check in with teachers at anytime.

If a situation should arise where a parent has a concern regarding their child at the preschool, the parent will:

1. Approach the teacher after class and notify them of your concern. After discussing the issue, it is the teachers responsibility to ensure the issue has been resolved. If the issue is not resolved during the after school discussion a meeting will be scheduled.

The meeting will contain two parts. It is the responsibility of the teacher to guide the meeting and help ensure the following questions are answered:

Part One: the following questions will be addressed to gather and share information to fully understand the situation...

- When did the event occur? What day, what time?
- Where was the child? Outside, downstairs, in the classroom, etc?
- Where was the teacher?
- Were there any other adults or children in the vicinity?
- What was the child doing? Drawing, eating, circle time, playing?
- What was the teacher doing?

Part Two: Once all parties clearly understand the situation, they can move toward problem solving

- Why this situation raised concerns for the parent or teacher
- What could have occurred differently which would not have raised concerns from the parent or teachers
- How changes could be made for the future

At the end of the meeting it is the teachers responsibility to ensure appropriate follow up and the matter is resolved to everyone's satisfaction. After each discussion between parent and teacher, the teacher will document and summarize the discussion. This documentation will be kept on file and be available to the parent at their request.

2. If either the parent or teacher feels the issue remains unresolved, a more formal meeting will be scheduled. This meeting will include two teachers, the President of the Board of Directors, an additional board member, and anyone the parent wishes to have attend. If the incident involves two students then parents of both children will be invited to attend the meeting.

Prior to the meeting the President will:

- Meet with each party separately and listen to each sides concerns.  
This will be done in a non biased way
- Ask clarifying questions to gain a clear understanding of the issues
- Write a summary of each parties concerns

At the meeting the President will facilitate and provide the opportunity for each party to speak their concerns in an environment free of bias and in a respectful manner. The Second board member will function as the note taker.

The President will have a final opportunity to ask any final questions.

The President will then meet privately with the Board Executive to:

- Consider the information presented.
- Seek a solution that considers the needs of the child, parent, teachers and preschool
- Come to a decision in regard to the situation and inform the parents of this decision by letter. This letter will outline the event, the issues raised and reasons for the decision. The letter will be copied to all parties involved In the situation
- Prepare a brief written summary of the situation which will be presented at the next Board meeting.

#### Time Lines:

It is important that everyone work together to resolve any differences in a timely matter. The following Time Line Guidelines will be followed to the best of our ability:

1. It is the responsibility of the parent to identify and notify the teacher of any problems as quickly as possible and be available to meet with teachers.
2. If speaking to the teachers after class does not resolve the issues to their satisfaction and the teacher or parent requests a further meeting, such meeting should take place no more than 2 business days after the request.
3. If the parent remains unsatisfied with the outcome of the meeting with the teachers, they must notify the head teacher within 2 business days that they are requesting a second meeting. This meeting will be involving the President of the Board

4. The parties involved should be available to meet with the President within two business days and the actual meeting with all parties together will be no more than 2 business days after that.

5. The Boards written decision should be given to the parents and teachers within 2 business days of the meeting.

It is the preschools responsibility to ensure that teachers and Board members are available to attend meetings.

From the start of the incident to conclusion (if two meetings are required) should take no more than 8-10 business days.