

IMMACULATE CONCEPTION SCHOOL PHILOSOPHY

To provide an all round education that will enable each individual student to develop according to his or her abilities and talents, physically, spiritually and intellectually.

To promote and convey our Catholic tradition, fostering a strong spirit of love, respect and service within the individual. These Gospel values will be integrated within the school community and hence the extended community.

INTENTION OF THIS HANDBOOK

This handbook is intended to give you some basic information about our school. Please do not hesitate to contact the school if you have questions about any aspects of school life.

Parents are the first educators of their children. As Catholic educators our goal is to work with you in the Christian formation of your children and strive for Excellence in Education by helping each student develop to their fullest potential.

Immaculate Conception School

Phone No. (250) 964-4362

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IMMACULATE CONCEPTION SCHOOL

Immaculate Conception School is one of eight Catholic Independent Schools of the Diocese of Prince George. The school is classified by the B.C. Government as a Group I Independent School which means that all teachers are certified and all the Ministry required learning outcomes are being met. We therefore receive 50% operational funding from the government. We do not receive any capital funding. This allows us a certain amount of autonomy in carrying out our objectives as a Catholic school. Tuition fees make up some of the remaining funding required to operate the school.

In order to retain its standing as a Group I school, the school is evaluated regularly by the Ministry of Education. These reports have been consistently very favourable. The last evaluation was in October 2008.

SCHOOL HISTORY

Immaculate Conception school opened in September of 1981 taking only six months to build! The idea to erect a school was that of Bishop Fergus O'Grady, O.M.I. (R.I.P.). He left the development of this project in the capable hands of Fr. Nicholas Forde, O.M.I., who was then pastor of Immaculate Conception Church. Fr. Forde then appealed not only to parishioners for help, but the Prince George community. People of many faiths donated equipment, time and financial assistance. We have many children in school today whose grandparents were directly involved in the actual building of the school.

When the school opened in 1981, it was staffed by the Sisters of Mercy from Callan, Ireland and by Frontier Apostles, men and women who offered their professional skills on a volunteer basis. The Domano Sisters of Mary Immaculate, founded by Bishop O'Grady in 1983, also staffed the school. Dedicated lay members have been on staff since 1989. The school is now entirely staffed by dedicated lay professionals. In 2006, the school celebrated its 25th anniversary.

We owe a debt of gratitude to all who have gone before and helped establish such a fine Catholic school.

SCHOOL COUNCIL

Immaculate Conception School Council, along with all the school councils in the Prince George Diocese is constituted by the authority of the Catholic Independent Schools of the Diocese of Prince George and is an advisory body, directly responsible to the Society and the Bishop.

The Council consists of at least six members and the pastor or Bishop's delegate. Council members are elected for a two year term and must be practicing Catholics. Elections take place at the Annual General Meeting which is held in June. The School Council is responsible for all areas of the management and operation of the school in accordance with the Constitution, bylaws, guidelines, directives, policies and regulations of Catholic Independent Schools (C.I.S.).

Parents are an integral part of the school community and are invited and encouraged to become involved in the activities and endeavors of the school. The School Council is the primary avenue for involvement of parents in the school. It is the responsibility of the School Council to approve and direct any parent group working or acting on behalf of the school.

Regular monthly meetings are held and are open to parents except those portions dealing with confidential matters around personnel and finances.

If you wish to make a presentation as an individual or group to Council, you must make your request, in writing, at least one week before in order to be included on the agenda.

The officers of the Council are Chairperson, Vice-Chair, Treasurer and Secretary. Subcommittees may include Finance, Maintenance, Retention and Recruitment, as well as various ad hoc committees. You need not be an elected member to work on the subcommittees and if you are interested in them, please contact the Council Chairperson.

Please check the September Newsletter for names and telephone numbers of Council members.

VOLUNTEERS

Volunteers are necessary and very much encouraged to be involved in the school in a variety of ways. You can check with the Parent Support Group, teacher or principal if there is an area in which you are interested. All volunteers must undergo a Criminal Records Check as required by C.I.S. the school runs a mandatory Parent Participation Program which is outlined below.

PARENT PARTICIPATION PROGRAM

The Immaculate Conception School Council initiated an investigation into the creation of a program that would encourage all parents to be involved with the volunteer efforts that take place at our school.

Highlights of the program are:

- Each family commits to at least 15 hours of volunteer service to Immaculate Conception each school year (more is welcomed and encouraged).
- Families may choose to donate \$150.00 in lieu of their participation in this program.

- Each family will submit a cheque, post dated for May 15th of the following year, in the amount of \$150.00. When hours are completed, the cheque will be returned.

Many areas are available for parent participation. Each family will have a log sheet that will reflect the hours they have volunteered at the school and this sheet will be used to obtain the return of the post-dated cheque.

The goal of this program is to encourage parents' participation - not to generate revenue for the school. Our school community can only benefit from increased participation of our parent community.

PARENT SUPPORT GROUP

We are fortunate to have a very active Parent Support Group. They co-ordinate most of the volunteer activity in the school and exists to support the school in carrying out its objectives. There are many activities to be involved in.

All parents are automatically a member of the Parent Support Group. There are monthly meetings and everyone is welcome to contribute and help out in the many ways which contribute to school and community spirit as well as raise much needed funds.

HEALTHY HOT LUNCH PROGRAM

Volunteer parents offer a healthy hot lunch program each Friday for students. A wide variety of menu items are served over the course of the year.

ADMISSION POLICY

A. Immaculate Conception School determines a student's eligibility for enrollment of new students using the following four steps:

1. First priority is given to Catholic students with siblings already in the school
2. Second priority is given to new Catholic students to our school
3. Third priority is given to non-Catholic students with siblings already in the school
4. Fourth priority is given to new non-Catholic students in our school

B. Proof of Catholicity is to be provided at the time of registration with a minimum requirement of a copy of a baptismal certificate.

C. For the purpose of this policy, to be deemed as a 'Catholic family', a family must be practicing Catholics and meet the requirements outlined in CIS Policy 501 which states: 'Practicing Catholics shall mean those individuals who are registered in a parish and attend Sunday mass regularly.' Immaculate Conception School shall contact the parishes when and if necessary to ensure families meet this requirement.

D. All new families to Immaculate Conception School are required to complete the CIS Family Statement of Commitment.

TUITION

Tuition fees for the 2010-2011 school year are as below. This is subject to change and parents will be notified of any scheduled changes.

Catholic Families as defined in the admissions policy

One child: \$175

Two or more children: \$230

All other families

:

One child: \$190

Two or more children: \$265

Busing Fee:

\$30.00 per student per month to a maximum of \$50.00 per family

These fees may be paid in full at the beginning of the year or in ten monthly installments. Post-dated cheques are the preferred as monthly statements will then show receipt of such payments. Receipts for tuition fees received will be sent out in February for Income Tax purposes.

SUPPLIES

A fee is assessed for each student every year to help cover the costs of art materials and duplicating paper used by the students throughout the year. The fee is included in the annual class supply list. In addition each class has a list of required supplies and consumable workbooks that each student must acquire. The workbooks are purchased at our school. Current supply lists can be viewed on the school website at www.icschool.ca.

RELIGIOUS EDUCATION

Every student attending Immaculate Conception School participates in the Diocese approved religion program, "Born of the Spirit". This usually consists of 20 to 30 minutes per day of formal instruction in their class program. No student is exempt from our program of religious studies.

The values and Christian atmosphere created by this program and the fact that we are a Catholic School, permeates the whole school day. We strive to integrate Gospel values in all aspects of the curriculum.

Although all children receive on-going religious instruction in their classrooms, our parish puts equal emphasis on the family's involvement in preparing children to receive the sacraments. This parish communal preparation involves a series of sessions on this important journey in the faith life of our children. Notification of the dates and details of this programme will be sent out early in the school year.

A Christian family life program goes hand in hand with our religion program. Parents will be informed by the teacher when they begin and what the content will be. While we support parents in teaching Christian sexuality at home, this topic will be taught in school. If parents so wish, students may opt out of this portion of the program.

There is School Mass usually at the beginning of each term and the first Friday of each month. Classes take turns preparing liturgies.

CURRICULUM

Immaculate Conception is a Group 1 Independent School. We follow all Ministry guidelines pertaining to the Independent Schools Act. We teach the B.C. Curriculum as mandated by the Ministry of Education.

Every six years we have a Ministry evaluation, which reviews every aspect of the school. The level of funding received from the Ministry depends on our meeting and exceeding the basic curriculum and other physical plant and safety requirements.

HOMEWORK

Homework assignments contribute to the educational growth of the pupil. A limited amount of homework is given to the Primary students.

A general guideline for homework given to Intermediate students is about one hour nightly. This may include unfinished classwork or re-doing unsatisfactory assignments.

Incomplete Homework

Each teacher has their own set of classroom consequences. These may include a detention or loss of privilege such as P.E. or class activity. If this is an ongoing problem, parents should be contacted by phone.

REPORT CARDS AND STUDENT PROGRESS

Report cards are issued three times per year: November, March and June. Teachers are encouraged to keep in contact with parents, both with positive news and when concerns need addressing. All students from Grades 2 to 7 purchase a planner at school and use it daily to record homework assignments and notes home and/or from home to the teacher.

DAILY SCHEDULE

8:45 a.m.	-	Morning classes begin
10:30-10:45 a.m.	-	Recess
12:00-12:45 p.m.	-	Lunch
2:50 p.m.	-	Dismissal

Supervision is provided in the morning from 8:20 a.m. Buses pick up students after school at 3:00 p.m. There is supervision until the buses leave ten minutes after school. Students waiting to be picked up wait inside after that time.

Students to be picked up wait outside near the Kindergarten entrance door. If parents wish to enter the school to see the teacher, etc., please park further back. The parking lot situation after school is hazardous. **There is no parking except in the marked stalls.**

ABSENCES

Please telephone the school before 9:00 a.m. if your child is ill or will be absent from school or will be late arriving. If you do not phone the school, the school secretary will phone you. We expect your child to bring a note to explain any absence from school.

Children who are absent require a note upon their return explaining their absence,. These notes are needed for the audit in May when government funding is determined. **We also discourage taking extra holidays** during term because, apart from the fact that students may fall behind in their studies, lengthy absences which are not due to illness may result in loss of government funding for that child.

Students are expected to be in class by 8:50 a.m. If your child/ren come in late, **they must report to the office for a late slip.** A student is deemed to be late if they enter the school after morning announcements have begun.

If you choose to take your child/ren out of school to accompany you on vacation during the school year, please contact the teacher two or three weeks before leaving so that suitable arrangements for catching up on work may be made.

Homework During Student Absences

- Absence due to Illness or Injury – Parents may phone to request homework for students during times of illness or injury if they feel the child is well enough to complete it effectively. Teachers require tie to prepare this work and consideration of this is appreciated. The scope and amount of homework assigned is completely at the discretion of the teacher.
- Absence Due to holidays or Voluntary Non-Attendance – At times during the school year and during regular in-class days, parents choose to take children out of school such as on family trips or holidays. Plenty of advance notice to the classroom teacher and the school office is appreciated in these situations. Homework may be requested but assigning any work is at the discretion of the teacher. It takes a lot of extra time and effort to personalize an educational plan and it may not be possible to accommodate a request for work during voluntary non-attendance during regular in-class sessions. Your understanding of this issue is appreciated. Every effort will be made to ensure your child covers the entire program, but we cannot guarantee this if parents choose to withdraw a child during regular class time for an extended period of time.

HEALTH AND SAFETY

Fire and Earthquake Alarm – Students are taught and given the opportunity to practice fire and earthquake alarm procedures in drill situations. Each classroom is equipped with a safety kit which included first aid supplies, plastic bags, a class list, name tags with school and personal information.

Administering Medication – We **must not** administer any pharmaceuticals (cough drops, Tylenol, etc.) to students unless these have been brought in for your child and you sign an administration permission form. If your child needs to be given medication of any kind during school hours, parents should call and/or send a note with such medication to our office where the child will receive this at the specified time.

Sickness and Accidents – Parents will be called if their child is sick or has had an injury due to an accident. If you or your emergency contact cannot be reached and immediate care is necessary, an ambulance will be called.

Parents will be notified if there is a child in a particular class that has a severe allergy to peanuts. If, and when this happens, you will receive more detailed information from the school.

Security, Visitors and Interruptions –

1. For the security and safety of everyone, **all visitors, including parents, must report to the office** before visiting a classroom or using our facility during school hours. Signs to this effect are posted at the main entrances to our school. It is not appropriate for former students to visit friends at our school while school is in session.
2. If the visitor is expected, the secretary will take or direct him/her to the appropriate location.
3. If the visitor is not expected, he/she will be asked to wait at the office while the secretary checks with the principal, classroom teacher or, if necessary, the student's parent or guardian.
4. To reduce the number of interruptions to the classrooms, parents are expected to drop off lunches and homework at the office. The secretary will deliver these at the next break in classes.
5. For security reasons, the rear entrances to the school remain locked during the day and the main entrances may be locked by 4:00 p.m. if there are no extra curricular activities happening.
6. If your child is to be picked up after school by **anyone other than yourself, please notify the office either by a phone call or in writing.**
7. All written material sent home to parents, with the exception of teacher assignments, must first be authorized by the principal. Birthday party invitations should be handled with sensitivity. The Primary teachers may distribute **unsealed** invitations if asked. We are not able to give out class lists with addresses and phone numbers due to privacy regulations.

PLEASE NOTE:

The Parent Support Group organizes and runs several family gatherings and/or dances each year. They are concerned that there could be a liability issue if children are dropped off at these special events and parents do not stay to supervise. Therefore, they, and members of our school's staff, reserve the right to refuse entry to any unsupervised child or student.

SCHOOL POLICY

1. Students are not allowed to bring video games, walkmans, cell phones, collector trading cards or other valuable items to school as we cannot be held responsible for their damage or loss.
2. Students are required to have written permission from parents prior to taking part in extracurricular activities and field trips.
3. Only those who have definite transportation arrangements made before coming to school may attend after school activities.
4. Students must remain in designated areas during all school activities.

DISCIPLINE PLAN

In order to guarantee each student in the school the excellent learning atmosphere they deserve, we use the following discipline plan. We believe that all students can behave appropriately in school. We will tolerate no student preventing a teacher from teaching, or a student from learning, nor any behavior that violates the best interest of any individual in the school community.

GENERAL RULES AND EXPECTATIONS

1. Respect all persons and address and treat them politely—no objectionable language or gestures, nor hurtful or insulting remarks.
2. Follow directions of teachers, supervisors, substitutes, office staff, parent helpers, etc.
3. Students should not be in the school building unsupervised or enter without permission.
4. No fighting, rough and dangerous play fighting. Sharp or dangerous objects are not allowed in the school, playground or bus.
5. **WALK** quietly in corridors at all times.
6. Use school property, equipment, books, phone, etc., appropriately and under supervision.
7. No gum chewing in school or in the playground.
8. Eating and drinking in the school will be allowed only at designated times and places.
9. Students are expected to wear school uniform and indoor footwear each day and at school functions.
10. Students are expected to follow individual classroom rules which will be discussed and posted. These rules will be established at the beginning of each school year.
11. Students are expected to follow all general rules when participating in field trips and extracurricular activities, regardless of location.
12. When eating lunch:
 - Students in primary grades will be asked to sit at their own seats to eat lunch and should not be moving around the class at all.
 - Students in the intermediate grades may sit with their friends, but once they are sitting there they should remain at that seat for the rest of that time period. Students are not to line up out of their seats until the bell goes.
13. The use of electronic devices such as cellphones, ipods, etc. is not permitted on school property during any part of the school day, including lunch and recess. Students may have these devices stored safely in their backpack but they must not be turned on. The school cannot be responsible for any of these items. Failure to follow these guidelines will result in the item being held safely at the office until a parent comes to pick it up in person.

Playground Behavior Rules:

Students will:

- 1) follow all general rules.
- 2) answer buzzer promptly and line up quietly at entrances.
- 3) use playground equipment properly to ensure safety.
- 4) ask permission from supervisor to enter the school.
- 5) place garbage in the containers provided.

Students will not:

- 1) play contact sports such as football.
- 2) throw rocks or snowballs.
- 3) ride bicycles, skateboards or rollerblades on the playground.

Playground Behavior Infractions:

Students may be given a time out, garbage detail, lose a privilege such as use of school ball. Classroom teachers will be notified, if necessary, and will record it. Detention, lines or further loss of privileges may occur.

CONSEQUENCES OF INAPPROPRIATE BEHAVIOR

A. Each teacher has his/her own in-classroom set of consequences which may include a noon recess detention (12:15-12:45 p.m.) to be served in an assigned area.

For repeated infractions, parents will be informed, and the principal, if necessary.

When a student is sent to the Principal for recurring and serious infractions, the following may occur:

1st visit: Warning – name and rule broken is recorded. Consequences such as detention, loss of privileges, picking up garbage, etc.,

2nd visit: Name and rule broken is recorded.

Parents will be informed by letter and phone. Consequences such as detention, loss of privileges, school trips, intramurals, extracurricular (whichever is deemed appropriate at the time). Another consequence may be an in-school suspension.

If more visits occur: Name and rule broken is recorded. Parents are informed. Appropriate consequences will result. Consultation with staff may result in suspension from school as per C.I.S. policy.

SEVERE CAUSE – Skip 1 and 2

CRITERIA FOR SEVERE CAUSE:

- A student wilfully disrespects or disobeys a teacher/supervisor or severely disrupts a class.
- A student wilfully inflicts physical harm or severely insults another person.
- A student wilfully defaces, damages or destroys property.

If a student has demonstrated good behavior and then becomes involved in a problem area, the disciplinarian may consider the student's past record if deemed appropriate. Situational factors (e.g. problems at home) or the student's attitude toward the problem may be taken into account.

GENERAL POLICY FOR FIELD TRIPS:

All field trips are school activities and all aspects of field trips including fundraising are under the direction of a teacher or the Principal. The Principal has the authority to approve all field trips. Written parental consent must be obtained and parent involvement is encouraged. There must be at least one male and one female supervisor on all field trips. Students participating in field trip activities are to behave according to Immaculate Conception's Discipline Policy. This will be in effect from the beginning of the trip until dismissed by the teacher. All extended field trips must be approved by C.I.S.

Severe infractions will be dealt with appropriately on return. In case of serious injury, parents will be contacted and the child will be taken for medical attention.

DRESS CODE

EVERY STUDENT FROM GRADE ONE TO GRADE SEVEN IS EXPECTED TO WEAR THE FOLLOWING:

BOYS: White shirt (with collar), grey cords or dress pants or dress shorts, burgundy sweater, vest, cardigan or sweatshirt, white or grey socks, indoor runners (non-marking soles only). Plain white golf/polo shirts may also be worn. All boys are expected to have a white dress shirt, burgundy or grey tie or school sweater/vest and dress pants for special school occasions. Boys are expected to have a neat haircut.

GIRLS: White blouse (with collar), either grey cords, dress pants or grey skirt/jumper or grey dress shorts, burgundy vest, sweater, cardigan or sweatshirt. Either white or grey socks or white or grey pantyhose. Indoor runners (non-marking soles only) or black/grey dress shoes. All girls should have one skirt or jumper for special school occasions. Hair ornaments should be kept simple. Girls are expected to have a simple neat hairstyle. Only clear or natural colored fingernail polish is acceptable.

Please label with your child's name, all gym strip, sweaters, sweatshirts and vests, as these items are worn by all students and impossible to identify without such markings.

THE FOLLOWING WILL NOT BE PERMITTED AS PART OF THE SCHOOL UNIFORM:

T-shirts (except for P.E.), rugby pants, **jogging pants**, jeans of any color, white or grey sweaters, large noticeable jewelry, i.e. rings, necklaces, earrings (this applies to boys as well as the girls), high heeled shoes or patterned pantyhose, **make-up**, nail polish (except clear). **No oversized shirts and blouses are to be worn.**

ALL STUDENTS ARE EXPECTED TO HAVE THE FOLLOWING FOR PHYSICAL EDUCATION:

A plain white, grey or burgundy T-shirt (only the school logo is allowed on the shirts) and plain white, grey or burgundy shorts.

Girls and boys: ****no oversized shirts and blouses will be worn.** All shirts and blouses must be worn inside pants or skirts.

WINTER POLICY

When the temperature is below -18°C in the morning, the teachers on supervision may let students enter the building. Students entering must stay in their classrooms and be supervised by the teachers on supervision and Grade 6 or 7 monitors. Students must not be in the hallways or opening the doors for other students to come into the building. They must ask permission of the teacher on duty if they wish to visit the bathrooms.

If a student arrives with a note for special permission to stay inside on any day, they must come through the front doors and remain at the office area, with all their belongings.

An IN-DAY is called if temperatures are below -18°C for the two recesses or if there is significant wind chill. Children will be supervised in their classrooms.

If it is not an in-day, those students who have brought notes requesting they stay inside must bring a book to read down at the office area. The students are not permitted to stay in their classes if the teacher is not there supervising them.

BUSING

The Catholic Independent Schools have contracted Diversified Busing to provide busing service to our schools. There are four buses operating in most areas of the city. Details are available at the school office.

All students riding the bus must be registered. Students requiring busing must register for the whole year and pay the busing fee of \$30.00 per student/\$50.00 per family (two or more children) per month or whether they take the bus every month or not. The school has to pay the busing system \$63.00 per student every month for students who register and we have to pay it each month whether they continue or not. For enquiries about the route, etc., please contact the Diversified Busing at 250-563-5431

Behavior of Students: There is no place for misbehavior in any shape or form. Students must act in a manner that does not jeopardize their own safety or the safety of other students. At all times they must follow the directions of the driver, who is in full charge.

The Motor Vehicle Act: A student is only allowed to bring luggage onto the bus that he/she is able to fit comfortably on his/her lap. The Motor Vehicle Act is very explicit about carrying luggage (i.e. ski poles, toboggans, sleds, skateboards, skates) onto the bus that will be a safety hazard to other students in the case of an accident.

Be certain that your child/ren are at the bus stop on time, at least 5 minutes before the scheduled time. In case of delay, students should return home 15 minutes after the scheduled time. Parents must make provision for this type of situation.

Should it be necessary for your child to ride a bus other than the one he/she is registered on, a written request must be submitted to the bus driver.

WINTER WEATHER POLICY

Pupil safety is the primary concern determining actions taken as a result of cold or inclement winter weather.

- Schools shall not be closed due to cold or inclement weather.
- In case of school bus delays or cancellation, announcements shall be made via the local radio stations on the affected day.
- School bus service shall be cancelled for the day on a route considered to be too dangerous due to snow or ice conditions. Announcements shall be made via the local radio stations.
- The decision to keep a pupil at home for the day due to winter weather conditions shall be made by the parent.
- Pupils shall not be expected to wait for a school bus more than fifteen minutes past the scheduled pick up time. If the bus has not arrived by that time, pupils should return to their homes or another prearranged place of shelter.
- It is the parents' responsibility to ensure that students are appropriately dressed for the winter weather conditions.

AFTER SCHOOL SPORTS PROGRAM

A variety of sports programs and intramurals may be offered throughout the school year:

Cross-country running	-	Grades 2 – 7 (Sept.-Oct.)
Volleyball	-	Grades 6, 7 (Oct.-Nov.)
Basketball	-	Grades 6, 7 (Jan.-March)
Elementary Relays	-	Grades 3 – 7 (April)
Track and Field	-	Grades 3 – 7 (May-June)
Soccer	-	Grades 6, 7 (May)

To sign up:

1. A meeting will be announced and all interested students should attend.
2. At the meeting, a permission slip containing all relevant information will be handed out.
3. The permission slip must be signed by a parent/guardian and returned by the deadline.
4. All rules, expectations and consequences will be listed on the permission slips.
5. The school discipline policy is in effect during all after school sports programs.

AFTER SCHOOL ACTIVITIES BEHAVIOR RULES:

1. Only those who have definite transport arrangements may attend after school activities.
2. Parents' give permission for students to remain after school and have transportation arranged before they come to school.
3. Remain in the designated area (usually the gym) until dismissed by the teacher.
4. Leave the school premises immediately when dismissed by the teacher.
5. All school rules must be observed during all interschool activities, whether in or away from the school.

ADDITIONAL PROGRAMS

Additional programs vary from year to year but usually include Red Cedar Book Club, Choir, Yearbook, Leadership, Scrapbooking and Chess.

ADDRESSING A PARENTAL CONCERN

Parent-Teacher Communication

As it is easier to handle a concern before it becomes a problem, parents and teachers are expected to contact one another over any behavior, academic progress or policy concern they may have. When parents have a concern it is imperative that they confer with the teacher first. If the concern cannot be resolved here, the principal should be informed so the best solution can be reached for the sake of the child. To facilitate positive communication between school and home, teachers are encouraged to make contact with all parents as early in the school year as possible.

The following policy mandated by the Catholic Independent Schools, Diocese of Prince George, (CISDPG) outlines the formal procedure we use to address parental complaints against school personnel:

Guidelines

- Step 1 A parent or guardian having a complaint about a teacher or other personnel should contact the person in question as the first step to resolution. If the complaint cannot be resolved satisfactorily proceed to Step 2.
- Step 2 The parent or guardian should contact the principal. If still unsatisfied, the parent or guardian should proceed to Step 3.
- Step 3 If the parent or guardian is not satisfied with the resolution of the complaint after contacting the principal, the parent or guardian can request the matter be dealt with by the school council. The parent or guardian shall address the complaint, in writing, to the school council. **Individual members of the School Council shall not entertain complaints.**

Step 4 If the parent or guardian does not receive satisfaction from the school council, an appeal, in writing, can be made to the Board of Directors through the Director of Education.

Step 5 The Board of Directors will arrange for an investigation of the appeal.

Thank You For Your Support!

We hope this booklet outlining our aims and policies is helpful to you. In co-operation with you, the Council and staff at Immaculate Conception School, wish to ensure the best possible learning atmosphere for your child so that he/she can develop to their fullest potential as a child of God, now and in their journey through life.