



PARENT CONCERNS PROTOCOL

JPII Catholic Schools Policy No. 2006

Appeal Process Policy

I. General Principles

A. In any school community, it is unavoidable that concerns about various issues may arise from time to time. It is therefore important to have clear guidelines for the handling of those concerns that are based upon sound principles. The most basic guiding norm is the duty to respect the inviolable dignity of each person. From that dignity flow certain moral demands which when met enable us to act in harmony with that dignity.

1. *Fidelity to truth and rendering justice to others requires each of us to adhere to the following:*
 - a. Hold accused person(s) innocent until proven guilty
 - b. Respect their right to a good reputation
 - c. Respect their right to defend themselves
 - d. Respect levels of confidentiality appropriate to the situation
2. *The Catechism of the Catholic Church offers us wise guidance in this area: “Respect for the reputation of persons forbids every attitude and word likely to cause them unjust injury. He becomes guilty:*
 - a. *Of rash judgment* who, even tacitly, assumes as true, without sufficient foundation, the moral fault of a neighbor;
 - b. *Of detraction* who, without objectively valid reason, discloses another's faults and failings to persons who did not know them
 - c. *Of calumny* who, by remarks contrary to the truth, harms the reputation of others and gives occasion for false judgments concerning them.” (n. 2477)

B. Above and beyond our natural duty to render justice to one another is our supernatural responsibility to live by divine charity by loving our neighbor as Christ has loved us. This responsibility is the basic Baptismal duty of every member of the Church. The school community should radiate the light of charity in both word and deed.

II. Handling of Concerns

A. The above principles are reflected in the protocol for the handling of concerns. This protocol is intended to supplement the JPII Catholic Schools Appeal Process Policy No. 2006, approved by the Board of Directors June 2018.

B. Parent protocol for addressing concerns.

1. An effort should be made to resolve the issue in a spirit of fairness and justice by following the ordinary and regular communication channels between the people involved.
2. One should operate under the assumption that the school staff and administration has handled the situation appropriately until such time as evidence to the contrary is substantiated.
3. Appropriate chain of command for addressing concerns (each level may require an extended process of dialogue and clarification):
 - a. Concern is first addressed to particular individual involved
 - b. If satisfaction is not achieved, then concern brought to appropriate administrator
 - 1) If teacher => appropriate School Principal
 - 2) If coach, activities leader => Activity Director
 - c. If satisfaction is not achieved at level b, concern may be brought to the President

- d. If satisfaction is not achieved at level c, concern may be brought to the Chair, Board of Directors
- 4. At each level, there should be a timely, reasonable, respectful response to the concern.
- 5. If you are not directly involved in the concern, you are not the person to address it. Encourage those directly involved to bring the concern to the appropriate level.

III. Consequences for violations of parent concerns protocol

- A. JPII Catholic Schools recognizes the administrators' authority to exercise discretion within the parameters of JPII Catholic Schools' policy.
- B. Failure to respect personal dignity and/or the principle of subsidiarity (not following the appropriate chain of command and thus involving a higher level too soon in the process) can damage the bonds of communion in the school community. Repairing and restoring the bonds is needed in those times.
- C. Consequences for violation of this protocol may range from restorative steps (apologies, retraction of words, correction of actions) to permanent expulsion of the students for the most severe violations.

Parent signatures on the online Receipt and Acknowledgement signifies acceptance and acknowledgement of this information.