



Student and Family Support Office

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Memo To: All Staff and Stakeholders
From: Director of Education

ACCESSIBILITY:

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PURPOSE:

The purpose of this Administrative Procedure is to establish a Student and Family Support Office to provide families with a clear, consistent, and accessible process to seek assistance when concerns related to a student's education remain unresolved following school-level engagement.

This procedure also establishes customer service standards for acknowledgement, response, and communication, consistent with Ministry of Education guidance for Student and Family Support Offices.

REFERENCES:

- Education Act Section 8.1(1) "[Collection and use of personal information](#)"
- Policy/Program Memorandum No. 170 "[School board communication with parents](#)"
- Board Policy IV 002 "[Treatment of Public](#)"
- Board Policy IV 003 "[Treatment of Students](#)"
- Administrative Procedure APC001 "[Communication Guideline for Parents and Staff](#)"
- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)
- Ministry of Education "Student and Family Support Offices: Customer Service Protocol" (March 11, 2026 e-mail to Directors of Education from Claudine Munroe, ADM – Indigenous and Wellbeing Division)

FORMS:

- N/A.

REPORTS:

- N/A.

APPENDICES:

- N/A.

COMMENTS AND GUIDELINES:

This procedure does not replace:

- School based pastoral care
- Existing complaint, investigation, or discipline procedures



- Collective agreement processes
- Statutory reporting or investigation obligations

GUIDING PRINCIPLES

The Student and Family Support Office operates in accordance with the following principles:

- Respect for the dignity of each student and family
- Collaboration between home, school, and system staff
- Alignment with Catholic values and the Board's mission
- Resolution at the most appropriate level whenever possible
- This administrative procedure compliments existing administrative procedures by providing a coordinated, system level intake and escalation pathway
- Timely acknowledgement of inquiries
- Clear communication of next steps and anticipated timelines
- Ongoing communication where resolution timelines extend
- Accessibility and accommodation where required

DEFINITIONS

Student and Family Support Office - A system level office that assists families in navigating concerns, in particular where they feel their concerns have not been addressed through school level engagement.

School Level Engagement - Initial discussion of a concern with the classroom teacher and school principal.

CUSTOMER SERVICE STANDARDS

In accordance with Ministry of Education guidance, the Student and Family Support Office adheres to the following customer service standards:

1. Acknowledgement of Inquiries
 - a. All inquiries will be acknowledged within two (2) business days of receipt.
 - b. Acknowledgement will confirm:
 - i. Receipt of the inquiry
 - ii. Next steps in the process
 - iii. Anticipated timelines
2. Response Timelines
 - a. The Office will aim to provide an initial response within five (5) business days.
 - b. Where additional time is required, families will be informed of revised timelines and reasons for delay.
3. Communication Expectations
 - a. Responses will be factual, clear, respectful, and aligned with applicable Board procedures.
 - b. Communication will be provided in plain language and accommodations will be made where accessibility needs are identified. Multi-language support will be provided where needed.

ROLES AND RESPONSIBILITIES

Director of Education

- Ensures the establishment and oversight of the Student and Family Support Office
- Ensures alignment with Board policy and provincial requirements

Supervisory Officer

- Leads the Student and Family Support Office
- Provides oversight of intake, coordination, and response processes
- Reports through the Director of Education on system level trends and service standards

Principals

- Ensure families are encouraged to raise concerns at the school level first
- Participate in resolution efforts when concerns are escalated
- Cooperate with the Student and Family Support Office as required

Staff

- Respond to parent/guardian concerns respectfully and in accordance with Board procedures
- Refer families appropriately when concerns require escalation

PROCEDURES

1. Initial Engagement

- a. Families are encouraged to raise concerns directly with the classroom teacher.
- b. Where concerns remain unresolved, families should engage with the school principal.
- c. School level resolution is the preferred and primary approach wherever possible.

2. Intake to the Student and Family Support Office

- a. Families may contact the Student and Family Support Office when:
 - i. School level engagement has occurred and the concern remains unresolved; or
 - ii. The matter is complex or system level in nature.
- b. The intake process and contact information can be found at <https://www.wcdsb.ca/support-office/>

3. Acknowledgement of Inquiries

In accordance with the Customer Service Standards set out in this procedure, all inquiries received by the Student and Family Support Office will be acknowledged within two (2) business days.

Acknowledgement will confirm:

- Receipt of the inquiry
- Next steps
- Anticipated timelines

4. Review and Coordination

The Office facilitates coordination and communication between families and subject matter experts.

5. Response

The Student and Family Support Office will aim to provide a response within five (5) business days. Where additional time is required, families will be informed of revised timelines.

Responses will be factual, clear, and aligned with applicable Board procedures.

6. Survey on SFSO Response

A survey will be administered after the inquiry is complete focusing on the following areas:

- a. Timeliness of SFSO responses
- b. Effectiveness of addressing inquiry
- c. Ease of access to submit an inquiry
- d. Overall satisfaction with the SFSO

7. Documentation and Monitoring

The Student and Family Support Office will maintain records of:

- a. Inquiries received
- b. Nature of concerns
- c. Response timelines
- d. Actions taken
- e. Outcomes

Aggregate data may be used to:

- a. Monitor compliance with customer service standards
- b. Identify system level trends
- c. Support continuous improvement
- d. Inform senior administration and Ministry reporting, where required
- e. Provide monitoring data to the Director of Education on a monthly basis