

PARENT, STAFF AND STUDENT INQUIRIES OR CONCERNS

Background

The Division supports the right of parents, staff or students to make inquiries into the conduct of operations of the Division or may have a concern that needs to be resolved. In the interests of open communication, the Director believes that inquiries must first be directed to the staff members most directly involved in the operations in question. If the parent or member of the public is not satisfied with the response at that level, he/she is to be encouraged to follow the lines of authority as appropriate.

The Division is committed to ensuring a fair and equitable process for hearing and addressing inquiries and resolving concerns.

Procedures

1. In making a formal inquiry or addressing a concern, the individual must be prepared to address his/her concern in person or in writing to the person or persons involved.
2. If the individual feels his/her inquiry or concern has not been adequately addressed by the person against whom is directly involved, the concerns are to be taken to that person's immediate supervisor.
3. Concerns regarding school operation and treatment of students may be expressed by:
 - 3.1. A parent or guardian who is acting on behalf of the student
 - 3.2. A student who is
 - 3.2.1. Either sixteen years of age and living independently or
 - 3.2.2. Eighteen years of age or older
4. If the concern is not resolved as per No. 2 above, the concerned party may then move to the next level. The concern is to be addressed at each level before proceeding. The levels are as follows:
 - 4.1. For a parent or student:
 - 4.1.1. Staff member
 - 4.1.2. School-based administration
 - 4.1.3. Superintendent/Manager
 - 4.1.4. Director
 - 4.1.5. Board
 - 4.2. For a staff member:
 - 4.2.1. Staff member
 - 4.2.2. Staff member's school-based supervisor
 - 4.2.3. Superintendent /Manager

4.2.4. Director

4.2.5. Board

5. Normally complaints concerning operations can be resolved with the parties involved. On occasion the Director may receive a request to intervene in school or department affairs. In this event the complaint will be resolved according to the following:
 - 5.1 The Director or designate will, as appropriate in the circumstance, refer a complaint or request for intervention to the school or department, engage in mediation, or conduct an inquiry.
 - 5.2 The Director or designate will ensure, in cooperation with schools and department, that parents are provided with the opportunity to express their complaints and be heard fairly..
 - 5.3 A Board member, upon receiving an inquiry, will refer the parent back to the school or department and will inform the Director of the complaint. The complaint will then be dealt with as outlined above.
6. If resolution of the issue is not achieved at the Director level, the individual shall be advised of his/her right to a hearing by the Board if the matter significantly affects the education of a student.
7. Any meeting to resolve a concern must be respectful of all involved. Abusive language and/or behavior are not acceptable and, if such should occur, the most senior employee present should adjourn the meeting.

Reference: Section 85, 87, 109, 148, 151, Education Act

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