

PARENT, STAFF AND STUDENT INQUIRIES OR CONCERNS

Background

The Division supports the rights of parents, staff, and students to raise concerns or make inquiries about its operations. To promote open communication, the Director encourages discussing issues first with the staff directly involved. If the response is unsatisfactory, individuals should follow the appropriate lines of authority.

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

Procedures

1. Any student with a question or concern regarding day-to-day issues in school should speak to their teacher.
2. Concerns regarding school operation and treatment of students may be expressed by the student and/or a parent/guardian who is acting on behalf of the student. In making a formal inquiry or addressing a concern, there may be instances where we ask the individual to address their concern in person or in writing to the person or persons involved.
3. 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.
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 concerns regarding 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 concern 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 departments, that parents are provided with the opportunity to express their concerns 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 concern. The concern 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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