

RESOLVING PARENTAL CONCERNS

Background

The District is committed to the establishment of productive partnerships between parents and school staff members in support of student learning. School and District administrators are expected to work effectively with parents to respond to expressed concerns and to deal with complaints in a fair, just and timely manner.

The complaint process ensures that any individual's concern will be given respectful attention while upholding the integrity of the educational system. It provides clear procedures for the communication and resolution of any concern held by members of our educational community. The educational community includes parents, students, employees and members of the public.

Procedures

1. When a complaint arises, the parent is requested to speak first with the employee involved in an attempt to resolve the issue.
2. If satisfactory resolution to the concern is not achieved, the next step is to meet the employee's immediate supervisor.
3. If the parent is reluctant to speak first to the employee affected, the parent may contact a school or the appropriate District Office administrator to help resolve the issue.
 - 3.1 Advice and support will be given to ensure that the concerns of all parties are reviewed in an appropriate fashion.
 - 3.2 The parent will be informed that the employee will be advised of the parent's concern.
4. If the situation continues to be unresolved, the parent can raise the concern with an Associate Superintendent and, if unsatisfied with this response, the parent can appeal to the Superintendent.
5. Information regarding the investigation and resolution of complaints will only be disclosed in accordance with legislative requirements and collective agreements.
6. The District will not respond to anonymous complaints except in instances where there are allegations associated with child welfare issues or criminal activities.
7. Parents who wish to initiate a formal appeal are to be referred to [Board Policy 13 –Appeals Bylaw](#).

Reference: Sections 6, 11, 11.1, 11.2, 11.3, 11.4, 11.5, 11.6, 11.7, 11.8, 22, 26, 85, 91 School Act
Appeals Regulation 24/08
Administrative Tribunals Act
Collective Agreement

Adopted: September 1, 2018