

**Resolving Public Concerns Regarding Personnel, Programs, or Procedures**

**Policy No. 45.2R**

**REGULATIONS**

Where the concern involves alleged child abuse, the procedure to be followed is outlined in Policy 302.4 – Student Health & Safety - Child Abuse / Neglect.

Where the concern involves personal or sexual harassment, the procedure to be followed is outlined in Policy 402.16 – Bullying and Harassment.

Where the concern involves challenging the appropriateness of classroom learning resources, the procedure to be followed is outlined in Policy 304.7 – Controversial Learning Resources.

When no procedure is provided in legislation, in an employee collective agreement, or elsewhere in Board of Education policy, the steps outlined below should be followed to resolve a concern, with every effort made to address the issue as near to the source as possible. Community members, Parents/guardians and/or students may have a support person to assist them and accompany them to meetings at any stage in this process. Best efforts will be made to respond to a concern within 5 school days at each step. If there is a serious concern with an employee, community members, parents/guardians and/or students should move directly to Step 2 of the following procedures. If the serious concern is with the principal/vice principal, the community member, parents/guardians and/or students should move directly to Step 3.

Serious concerns regarding all district-level staff should be directed to the Superintendent of Schools. If the concern is regarding the Superintendent of Schools, concerns should be directed to the Secretary-Treasurer.

**Step 1: Employee**

- Discuss the concern with the employee. Employees are required to communicate with parents/guardians about their children. Most concerns are often resolved at this step.

**Step 2: Principal/Vice Principal or Department Manager**

- Discuss the concern with the school principal/vice principal or department manager. Principals/vice principals and department managers will review the concern(s) and work towards possible solutions. The principal/vice principal or department manager shall ensure that the complainant is aware of Policy 405.2 – Resolving Public Concerns Regarding Personnel, Programs, or Procedures.

**Step 3: School/Department Supervisor**

- Contact the district staff who is the supervisor for the school or department. This information can be obtained by calling the School Board Office. At this point, the concern should be expressed in writing. An appointment to meet or discuss the concern may be arranged and a written summary will be provided to ensure accuracy of the concerns and possible resolutions.

**Step 4: Superintendent of Schools**

- Provide your concern, in writing, to the Superintendent of Schools. To obtain contact information for the Superintendent, call the School Board Office. The Superintendent of Schools may arrange a meeting with the community member, parent/guardian and/or student. The Superintendent of Schools will provide a written final disposition on the matter.

If there is no successful resolution, in cases which significantly affect the education, health or safety of a student, the community member, parent/guardian and/or student may give written 'Notice of Appeal' to the Board of Education through Bylaw – 302.16: Appeals Procedure in accordance with Section 11 of the School Act.

A complaint involving a teacher, school or district administrator may also be brought to the government agency that is responsible for teacher regulation. Full information on the complaint process can be found on the teacher regulation website.

Related Policy:

- Policy 402.16 – Bullying and Harassment
- Bylaw 302.16 – Appeals Procedure
- Policy 302.4 – Student Health & Safety - Child Abuse / Neglect
- Policy 304.7 – Controversial Learning Resources