

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

**Policy No. 405.2**

The Board of Education, School District No. 91 (Nechako Lakes), recognizes the rights of individuals or groups to present requests and/or complaints, through appropriate channels, concerning the school district's operation or district policy.

The Board's goal is to ensure that such requests and/or complaints are dealt with in a respectful, fair and timely manner.

The Superintendent of Schools and Secretary-Treasurer are assigned to ensure that procedures are in place to accomplish this goal.

The Board of Education believes in the importance of employees, students, and parents working together in good faith to create a positive and inclusive school culture that inspires success for every student. The values of trust, respect, responsibility, and collaboration set the tone for how the entire school community works together to pursue common goals.

The Board of Education recognizes that from time to time concerns regarding the operation of the school district will arise. The Board of Education seeks to ensure that concerns about personnel, programs or procedures are dealt with in a manner that reflects mutual respect and the principles of administrative fairness. The Board of Education places trust in its employees, parents/guardians, students and members of the community, and desires to support their actions in a manner that frees them from unnecessary or unwarranted criticism or retribution.

When a concern arises about the action of any employee or about any policy, educational program, or learning resource, the concern should be first channeled through the personnel of a school or department. If a resolution is not reached at the school or department level, a complaint may be forwarded to the district staff supervisor of the school or department. If after due process a resolution is not reached after meeting with the district staff supervisor, then the complaint may be advanced to the Superintendent of Schools for consideration.

No anonymous concerns shall be considered. No person shall be subject to reprisal, threat of reprisal, or discipline as the result of filing a formal complaint which is made in good faith and they reasonably believe to be valid. Parents/guardians and/or students may ask a support person to assist them at any stage in this process.

Procedures for dealing with such situations should ensure that:

- Concerns are handled as near the source as possible;
- Concerns are examined and resolved in a timely manner;
- Concerns are dealt with in a courteous, confidential, and constructive manner; and,
- All parties involved with a concern are given the opportunity to respond.