

Saskatchewan Rivers School Division No. 119 Policy Manual

Policy Name: Staff, Parent, and Student Concerns
Policy Type: Board of Education Governance and Operations
Number: 2040
Date Approved: November 28, 2005
Legal Reference:

The Board of Education recognizes that a staff member, parent/guardian, or student may on occasion have a concern that needs to be resolved. The Board believes these matters must be resolved using the problem solving protocol (Administrative Procedures) and in a manner respectful of those involved.

Guidelines:

1. If a staff member, parent/guardian, or student who has a concern brings it to a member of the Board or a School Community Councils or Advisory Group within the school division, the concerned party should be directed to follow the procedure as outlined in the administrative procedures.
2. Staff members who wish to file a grievance under a collective bargaining agreement must follow the grievance procedures as outlined in the agreement.

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ADMINISTRATIVE PROCEDURES

1. The concerned party should attempt to resolve his/her concern with the staff member with whom the concern rests.
2. If the concern is not resolved as per No. 1 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:
 - a) For a parent or student:
 - i) school staff member or bus driver (with whom the concern rests);
 - ii) Principal / Vice-principal;
 - iii) Superintendent / Education Centre supervisor;
 - iv) Director of Education;
 - v) Board of Education.
 - b) For a staff member:
 - i) staff member (with whom the concern rests);
 - ii) staff member's school-based supervisor;
 - iii) Superintendent / Education Centre Supervisor;
 - iv) Director of Education;
 - v) Board of Education.
3. A 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.