

## Administrative Procedure 140

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### STAFF, PARENT AND STUDENT CONCERNS

#### Background

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

The Division is committed to ensuring a fair and equitable process for hearing and addressing student, staff and parental complaints. The Division is committed to just and careful procedures for adjudicating and resolving concerns.

Staff members who wish to file a grievance under a collective bargaining agreement must follow the grievance procedures as outlined in the agreement.

#### Procedures

##### 1. General

- 1.1 Concerns are to be addressed in a timely and appropriate manner.
- 1.2 Efforts to address and/or redress concerns are to be carefully documented in order to ensure and enhance a fair and consistent response.
- 1.3 Concerns regarding school operation and treatment of students may be made by:
  - 1.3.1 A parent or guardian who is acting on behalf of the student.
  - 1.3.2 A student who is:
    - 1.3.2.1 Sixteen years of age or older and living independently or,
    - 1.3.2.2 Eighteen years of age or older.
- 1.4 The concerned party should attempt to resolve his/her concern with the staff member with whom the concern rests.
- 1.5 If the concern is not resolved as per No. 1.4 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:
  - 1.5.1 For a parent or student:
    - 1.5.1.1 School-based administration;
    - 1.5.1.2 Superintendent/division-based manager;
    - 1.5.1.3 Director;
    - 1.5.1.4 Board.
  - 1.5.2 For a staff member:
    - 1.5.2.1 Staff member's school-based supervisor;
    - 1.5.2.2 Superintendent / immediate supervisor;
    - 1.5.2.3 Director;
    - 1.5.2.4 Board.

It is the responsibility of the staff member receiving the concern to facilitate the complainant taking their unresolved issue to the next level of protocol.
- 1.6 If a complaint cannot be resolved with the Director or the Director's designate, the student or parent may make a written statement of the complaint to the Board, as the Board has retained its authority as the final level of appeal in the Division.
- 1.7 Complaints may be made directly to the Board in the event of conflict of interest with the Director.

- 1.8 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, *The Education Act, 1995*

*Approved: May 12, 2014*