

**Public Schools Branch
OPERATIONAL PROCEDURE**

CONCERNS AND RESOLUTIONS	
<i>Policy Section</i> General Administration	<i>Policy Number</i> 102.1
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<i>Replaces: ELSB Operational Procedure – Concerns and Resolutions, March 3, 2015</i>	

1.0 PURPOSE

- 1.1 This procedure outlines the process for addressing and responding to external concerns and complaints.

2.0 VOICING CONCERNS

- 2.1 An appointment should be made with the appropriate person, when necessary.
 2.2 A person voicing a concern may involve a support person/advocate.
 2.3 A concern must be addressed at an appropriate time and place in a respectful manner.

3.0 STAFF RESPONSE TO CONCERNS

- 3.1 When a parent, student or member of the community expresses a concern, staff shall receive the concern courteously and if appropriate, redirect the person to the appropriate staff member, in accordance with section 4.0.
 3.2 Concerns should be addressed in a candid and timely manner.
 3.3 A record should be kept noting the concern, consultation with others, the resolution, etc.

4.0 RESOLVING CONCERNS

- 4.1 Concerns will be directed according to the sequence in the following categories:

4.1.1 School Matters

For general school matters, instruction, student discipline, etc., the sequence is:

- a) Teacher;
- b) Principal;
- c) Director of the Public Schools Branch or designate;
- d) Public Schools Branch Hearing Committee, concerning a student appeal in accordance with the *Education Act* and Student Appeal Policy.

4.1.2 Student Services Matters

For student services matters such as special needs, student placement, resources, student behaviour, etc., the sequence is:

- a) Teacher;
- b) Principal;
- c) Director of Student Services;
- d) Director of the Public Schools Branch; and
- e) Public Schools Branch Hearing Committee, concerning a student appeal in accordance with the *Education Act* and Student Appeal Policy.

4.1.3 Student Transportation Matters

- a) Principal;
- b) Student Transportation Coordinator;
- c) Leader of Corporate Services;
- d) Director of Corporate Services;
- e) Director of the Public Schools Branch; and
- f) Public Schools Branch Hearing Committee, concerning a student appeal in accordance with the *Education Act* and Student Appeal Policy.

4.1.4 Curriculum Matters

Matters related to curriculum should be referred to the Department of Education.

5.0 CONFIDENTIALITY

- 5.1 A concern will be handled in a confidential manner.
- 5.2 In order to resolve the concern, the information and the identity of the person with the concern may be disclosed to:
 - 5.2.1 the person(s) named in the concern;
 - 5.2.2 a person(s) who needs to be contacted for information about the concern;
 - 5.2.3 a person(s) who needs to know about the concern as part of their duties; and/or
 - 5.2.4 the person(s) who will be responding to the concern.
- 5.3 The Public Schools Branch protects and discloses information in accordance with the *Freedom of Information and Protection of Privacy Act*.

6.0 SUPERVISOR'S ROLE

- 6.1 The supervisor in each Public Schools Branch department will make his/her staff aware of this procedure.
- 6.2 The principal will make all school staff, volunteers and the school parent organization aware of this procedure.

7.0 CROSS REFERENCE

- 7.1 PSB Governance Policy – *SL2 Treatment of Students and Parents*

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