

TRUSTEE IS NOTIFIED OF AN ISSUE (RELATED TO ADMINISTRATION)

Step 1

To support a resolution, parents/guardians are encouraged to discuss their concerns directly with their child's teacher.

Step 2

After consulting with the teacher, if a resolution is not achieved, or if the matter relates to a whole school issue, parents/guardians may escalate their concerns to the principal.

Step 3

After consulting with the principal, if resolution is not achieved, parents/guardians may escalate their concern and steps taken for resolution to an Assistant Superintendent. Central Office staff will transfer the parent/guardian to the appropriate Assistant Superintendent who oversees their child's school.

Step 4

If the parent/guardian feels their concern has not been adequately addressed by the Assistant Superintendent, the parent/guardian may escalate their concern to the Superintendent.

Notes

Each issue, event or concern follows the same process. If a parent/guardian says they have previously met with the teacher or principal but not recently or related to this specific concern/issue, then they need to start at Step 1 or 2 again.

Parents will sometimes wish to remain anonymous. The division does not deal with anonymous complaints.

Trustees are not to be a conduit for concerns. Rather than forward emails or concerns, trustees are to inform parents/guardians of the above steps and ask them to contact the appropriate individual related to their issue/concern.

It is suggested that Trustees do not engage and 'hear' parental concerns or grievances. This can result in the trustee only hearing one side of the issue (which may or may not be factual) and can lead the trustee to lose confidence in the school or a school staff member.

If the concern is about the superintendent, please refer the parent to the Board Chair.