

Background

The Division is committed to working cooperatively and responsibly with students, parents and the public. At the same time, the Division recognizes that differences in understanding, interpretation and opinion may occur as people interact. Therefore, this Administrative Procedure describes the communication protocol to be followed when an issue arises.

Levels of Review

| Student-Related Issues (Programming & Behaviour) | | System-Related Issues (Procedures & Practices) | |
|---|------------|---|---|
| School | Bus | School | Bus |
| Teacher | Bus Driver | Principal | Director of Transportation |
| Principal | | | |
| Director of Student Services | | Director of Student Services | |
| Formal Review | | | |
| Assistant Superintendent of Education Services | | Assistant Superintendent of Education Services | Assistant Superintendent of Human Resources |
| Superintendent | | Superintendent | Superintendent |

Procedures

When there is dissatisfaction with a decision made by an employee, the following protocol shall apply:

1. Seek resolution with the employee who made the decision.
2. As required, the discussion regarding the decision may include increasingly higher levels of decision-making authority, up to and including Directors. This communication can occur verbally or in writing.
3. If the concern is still not resolved after discussion at the Director level, the concern may be submitted as a formal review.
 - a. The complainant must advance the matter in a timely fashion.

- b. The complainant requesting the formal review must describe the concern in writing to the Assistant Superintendent of Education Services or the Superintendent as per the levels of review.
 - c. The Assistant Superintendent of Education Services or the Superintendent will investigate the matter, reviewing the information gathered from all parties at all levels of review, and will provide a response within ten business days.
4. Concerns not resolved at the Assistant Superintendent of Education Services level may be referred by the complainant to the Superintendent for the final administrative decision. The decision of the Superintendent will be communicated to the parties within ten business days.
5. The complainant shall be advised of their right to an appeal of the Superintendent's decision to the Board if the matter significantly affects the education of a student pursuant to Policy 13 Appeals to the Board Regarding Student Matters.

Reference

[School Act: Sections 12, 18, 20, 48, 60, 61, 113, 123, 124](#)
[Policy 13 Appeals to the Board Regarding Student Matters](#)
[Policy 19 Welcoming, Caring, Respectful, and Safe Environments](#)
[AP 20-20 Discrimination and Harassment](#)