

Background

The Division is committed to working cooperatively and responsibly with the parents of its students. At the same time, the Division recognizes that with over 1000 employees, over 6500 students, and with approximately 4400 parents and guardians all engaged in the education of Division students, differences in understanding, interpretation and opinion may occur. Therefore, this Administrative Procedure is established to deal with parent-school questions and or parent-school conflict.

The Division supports and recognizes that parents:

- 1) may wish to voice concerns of a decision of an employee of the Division that significantly affects the education of their child (“Decision”);
- 2) may wish to inquire into such a Decision in an appropriate manner to the appropriate school personnel;
- 3) who have a concern about the Decision have a responsibility to address the concern directly with those persons with whom they have the concern before taking their concern elsewhere. In the interests of open communication, all inquiries must first be directed to the staff members who have the authority to make the decision.

A. Guidelines for Parent Inquiries related to students in their care

1. Decisions made at any level of authority by Division employees are guided by the Administrative Procedures of the Division, the *School Act* and Regulations, and other relevant statutes.
2. Parents must recognize and respect this Administrative Procedure, and more specifically the principle of “first contact”. This means that the person(s) who have the concern, have a responsibility to begin addressing the concern regarding the Decision directly with those persons with whom they have the concern before taking their concern elsewhere.
3. Depending on the nature of the issue, decisions may be subject to review at the next level of administration, as outlined in section B of this Administrative Procedure.
4. To be considered for review, an inquiry by parents needs to significantly affect the education and/or safety of a student under their care.
5. Trustees have a responsibility to facilitate the communication process by directing stakeholders to follow the normal sequence of communication pursuant to this Administrative Procedure.

B. Levels of Review

Student-Related Issues			System-Related Issues Policies/Procedures	
In School Teacher	Related to Transportation Bus Driver		In School	Related to Transportation
Principal	Principal (Student Discipline)	Transportation Coordinator (Transportation Related)	Principal	Transportation Coordinator
Director of Student Services			Director of Student Services	Director of Facilities & Transportation
Formal Review				
Assistant Superintendent of Education Services			Assistant Superintendent of Education Services	Assistant Superintendent of Employee Services
Superintendent			Superintendent	

C. Procedures

When a parent is dissatisfied with a decision made by a Division employee, the following protocol will 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 and needs to articulate how the matter significantly affects the education and/or safety of a student.
3. If the concern is still not resolved after discussion at the Director level, and if this is a matter that significantly affects the education of their child, the next level is the formal inquiry and review.
 - a. The parent must advance the matter in a timely fashion.
 - b. The parent making the formal inquiry must describe the concern in writing to the appropriate Assistant Superintendent. Include information as to how the matter significantly affects the education and/or safety of a student and all steps taken to achieve resolution with other employees.
 - c. The Assistant Superintendent will investigate the matter, reviewing the information gathered from both parties at all levels of the inquiry, and will provide a response within ten business days.
4. If the concern is still not resolved after discussion at the Assistant Superintendent level, the review moves to the Superintendent (or a designated alternate Assistant Superintendent) for the final administrative decision. The Superintendent may consider material, which in his or her discretion, he or she considers relevant. The decision of the Superintendent will be communicated to the parties within a reasonable time frame from the receipt of the inquiry to the Superintendent.
5. The individual 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 7-9 Delegations to Board Meetings](#)

[Policy 9 Communication Protocol](#)
[Policy 13 Appeals to the Board Regarding Student Matters](#)
[Policy 19 Welcoming, Caring, Respectful, and Safe Environments](#)
[AP 20-20 Discrimination and Harassment](#)