

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)		Employee Related Issues (follows the line of authority)	
School	Bus	School	Bus	School	Bus
Teacher	Bus Driver	Principal	Director of Transportation	Employee	Employee
Principal				Principal	Director of Transportation
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	Assistant Superintendent of Human Resources	
Superintendent		Superintendent	Superintendent	Superintendent	

Procedures

When there is dissatisfaction with a decision made in the Division, 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. This communication can occur verbally or in writing.
3. If the concern is still not resolved, 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 Assistant Superintendent of Human Resources, as per the levels of review.
 - c. The Assistant Superintendent of Education Services or the Assistant Superintendent of Human Resources 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 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](#)