

# Administrative Procedure 151

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## PARENTAL/GUARDIAN COMPLAINTS or CONCERNS & DISPUTE RESOLUTION

### Background

The Division is committed to the establishment of productive partnerships between parents/guardians and school staff members in support of student learning. The *Education Act* clearly outlines responsibilities of students, parents and employees of the Board in ensuring that each member of the school communities conduct contributes to a welcoming, caring, respectful and safe learning environment. It is recognized that concerns or complaints are best resolved as close to the source of the concern or complaint as possible beginning at the classroom and school level.

### Respect

Respect. Everyone deserves it. School is a place of courtesy and respect for students, employees, parents and guardians and visitors. The same expectation applies when working through concerns and disputes.

Intimidation, offensive language, or threats of violence will not be tolerated. Nor will screaming, belittling comments or rude behaviors.

Complaint and dispute resolution will be deferred until these expectations can be met.

### Division Staff

Division staff are expected to work effectively and respectfully with parents/guardians to respond to expressed concerns. And to deal with complaints in a fair, just, and timely manner that supports a co-operative and collaborative learning environment for students.

### Parents and Guardians

Parents and guardians are expected to conduct themselves respectfully and politely with Division staff in bringing forward concerns and complaints.

### Procedures

1. When a complaint arises, the parent/guardian is requested to meet and speak first with the employee (i.e. teacher or bus driver) directly involved in an attempt to resolve the issue. It is expected that meetings will be:
  - a) in person
  - b) one to one, and
  - c) focused on resolving the matter

2. Concerns and complaints must be made in a respectful manner, at an appropriate time and place and should not be:
  - a) in the presence of students;
  - b) during instructional time; or
  - c) in the presence of an employee's co-workers.
3. If satisfactory resolution to the concern is not achieved, the next step is to meet the employee's immediate supervisor (i.e. School Principal or Director of Transportation).
4. If the parent is reluctant to speak first to the employee affected, the parent/guardian should contact a School Principal or Division administrator to help resolve the issue.
  - 4.1 Advice and support will be given to ensure that the concerns of all parties are reviewed in an appropriate manner where the concern is given respectful attention while upholding the integrity of the educational system.
  - 4.2 The parent/guardian will be informed that the employee will be advised of the parent's concern.
5. If it continues to be unresolved, the parent/guardian can raise the concern with Director of Education Partner Relations. The Director has the authority from the delegated authority from the Superintendent to review and support mediation from a Division office level.
6. Employee decisions that do not significantly affect the education of a student are within the final authority of the Superintendent as delegated by the Board of Trustees.
7. Complete confidentiality respecting complaints cannot be guaranteed. Investigation and resolution of complaints will be disclosed to the employee or an agent of the Division on a need-to-know basis.
8. The Division will not respond to anonymous complaints except in instances where there are allegations associated with child welfare issues or criminal activities.
9. Parents/Guardians who wish to initiate a formal appeal under legislation are referred to the following Administrative Procedures:
  - 9.1 Assessment, Evaluation and Reporting of Student Learning (AP 360).
  - 9.2 Student Suspension and Expulsion (AP 355).
  - 9.3 Appeals (AP 390).

Reference: Relevant Legislation and Regulations



*The parental concern information sheet supports employees who receive complaints and calls from concerned parents/guardians. It is recognized that concerns or complaints are best resolved as close to the source of the concern or complaint as possible beginning at the classroom and school level. Division staff are expected to work effectively with parents/guardians to respond to expressed concerns and to deal with complaints in a fair, just and timely manner that supports a co-operative and collaborative learning environment for students. Parents and guardians are expected to conduct themselves respectfully and politely with all staff in bringing forward concerns and complaints.*

|                           |               |
|---------------------------|---------------|
| <b>School:</b>            | <b>Date:</b>  |
| <b>Parent Name:</b>       | <b>Phone:</b> |
| <b>Student Name:</b>      | <b>Email:</b> |
| <b>Employee involved:</b> |               |

**Summary of Concern:**

**Employee/Teacher contacted by parent:**      Yes       No

If the parent has not talked to the employee directly. Is there a reason they are unable to speak to the employee?

**Principal/Supervisor contacted by parent:**      Yes       No

If the parent has not talked to the Principal directly. Is there a reason they are unable to speak to the Principal?

*Advise parent that you will follow up with the Employee and or the Principal to advise them of the parent's concern complaint. If the complaint is about a Principal you will advise an Assistant Superintendent of the complaint.*

**If parent has talked to both employee and Principal/Supervisor advance summary and gathered information to Assistant Superintendent.**