

ADDRESSING CONCERNS

The Board of Education recognizes that members of the community, parents/caregivers and students may have concerns about school or district services, decisions, or operations. The Board supports addressing those concerns first – directly with the school or department involved. Individual trustees do not investigate or resolve concerns. This policy sets out how such concerns may be raised.

Recognizing that each concern is unique, the key principles for raising and addressing concerns are:

- made and addressed as close to the source as possible;
- made, and dealt with, in a courteous and respectful manner;
- addressed in a confidential, prompt and impartial manner;
- employees have an opportunity to respond;
- individuals who have raised concerns will be kept informed, as appropriate.

People hearing concerns should encourage the individual to address the matter in accordance with these principles.

Anyone expressing a concern may bring a support person to any meetings.

Anonymous concerns limit the District's ability to investigate, respond or provide an outcome; however, information suggesting an immediate risk to safety, unlawful conduct or serious misconduct will be addressed.

Concerns received by the District Office that relate to school-level matters will be referred to the Principal.

School or District Parent Advisory Councils are advisory bodies established under the *School Act*. They are encouraged to avoid discussion of individual student or staff matters and to direct such concerns to the school administration.

Where a concern regarding a student remains unresolved and meets the criteria set out in the Board's Appeal Bylaw, the matter may be appealed to the Board. Decisions of employees that fall within the Superintendent's authority and do not significantly affect the education, health, or safety of a student are not appealable to the Board.