

The Board's values and guiding principles support everyone working together to create safe, welcoming, effective learning and working environments. Input and feedback are valued and staff reflection about their practices, actions, and decisions is expected. Therefore, the Board welcomes expressions of concern from the public involving school district matters, and asks that those be dealt with respectfully. These include concerns regarding student learning, health, or safety; teaching materials; district operations or facilities; and/or personnel matters. Any actions taken in relation to complaints shall be consistent with provincial legislation or regulation, Board Policy, administrative procedures, and with collective agreements, where these are relevant to the issue at hand.

Resolution Process

The Board expects that there will be a sincere effort to resolve difficulties at their source. It is expected that a respectful discussion will result in a mutually agreed upon plan for resolution. Resolution follows the process as outlined below. Please note, the complainant is welcome to bring an informal advocate for support throughout.

1. Identify the issue
 - 1.1 If a parent/guardian has a concern regarding their child's learning, health, or safety they shall:
 - a. First contact their child's teacher;
 - b. If a satisfactory resolution is not achieved, the complainant shall address the matter with the school principal;
 - c. If the issue remains unresolved, the complainant shall refer the matter to the appropriate Director or Assistant Superintendent who oversees that school;
 - d. If the issue still remains unresolved, the complainant shall refer the matter to the Superintendent;
 - e. To appeal the decision of the Superintendent to the Board of Education, the complainant shall follow the steps outlined in 500.1 – Student Appeals Procedure Bylaw.
 - 1.2 If the concern is with teaching materials or resources, the complainant shall refer to Policy [604 Challenged Materials](#).
 - 1.3 If the concern is with the conduct of a district employee the complainant shall:
 - a. Attempt to find a suitable resolution directly with the other person involved;

- b. In the event that a satisfactory resolution is not achieved, the complainant should address the matter with the other individual's supervisor;
 - c. If the issue remains unresolved, the complainant shall refer the matter to the Director or Assistant Superintendent who oversees the school for consideration of further mediation or investigation;
 - d. If the issue has not been concluded through the process above, it shall be referred to the Superintendent (or designate);
 - e. In the event that the complaint directly involves the Superintendent and the matter is not resolved, the complainant shall contact the Board Chair with their complaint.
- 1.4 If the concern is with an operational matter, such as a facility or a property, the complainant shall:
- a. Contact the supervisor of the site (in most cases, this is the school principal);
 - b. In the event that a satisfactory resolution is not achieved, the complainant should address the matter with the other individual's supervisor;
 - c. If the issue has not been concluded through the process above, it shall be referred to the Superintendent.
2. It should be noted that there shall be no retribution or reprisals for making a complaint.