

TRUSTEE RESPONSE TO CONCERNS

When a parent/legal guardian, student, or member of the public brings a concern to the attention of a Board member the following process shall apply:

1. Channels of Communication:
 - a. The Board supports the concept of school-based decision-making. It believes that most matters can be dealt with in the quickest and most efficient manner at the school level. Electors, parents and members of the public are to be directed to contact the teacher and/or principal at the school level.
 - b. In cases where satisfactory resolution is not achieved at the school level, the appropriate channel is to contact the Superintendent/CEO.
 - c. If satisfactory resolution is not achieved at the level of the Superintendent/CEO, the next step is to appeal in writing to the Board.

Unsigned Concerns/Complaints:

The Board will not respond to any unsigned concerns or complaints. Should a Board member receive an unsigned concern or complaint, it will be shared as information only.

Cross Reference:

Amended Date: April 23, 2014

Policy Review Date:

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