

Issue Date	June 16, 2014
Revision Date	October 16, 2017
Review Year	2020

Background/Purpose:

All members of the school community should understand their roles and responsibilities in relation to properly addressing concerns.

Policy Statement:

Procedures should be in place to facilitate open dialogue among stakeholders (including parents, staff, administration and Board) in order to foster effective means of communication. Issues should initially be dealt with at the level at which they occur. Questions or concerns should generally be in writing.

Guidelines:

In order to ensure proper and ethical communication, it is important that you speak directly with the person with whom the concern has arisen. If you are unsatisfied with the person’s response, you should then address your concerns with that person’s direct supervisor.

1. If you have a question or concern regarding the actions/decisions of a staff member, you should discuss the matter with the staff member directly. If the matter is not satisfactorily resolved at this level, you may then discuss it with the Principal.
2. If you have a question or concern regarding the actions/decisions of the Principal, you should discuss the matter with the Principal directly. If the matter is not satisfactorily resolved at this level, you may then discuss it with the Superintendent.
3. If you have a question or concern regarding the actions/decisions of the Superintendent, you should discuss the matter with the Superintendent directly. If the matter is not satisfactorily resolved at this level, you may then discuss it with the Board Chair.
4. If you have a question or concern regarding the actions/decisions of the Board, you should discuss the matter with the Board Chair directly. If the matter is not satisfactorily resolved at this level, you may then discuss it with the Superintendent and Board Chair.
5. If you have a question or concern regarding the actions/decisions of the School Council, you should discuss the matter with the School Council Chair directly. If the matter is not satisfactorily resolved at this level, you may then discuss it with the Principal(s). If the matter is not satisfactorily resolved at this level, you may discuss it with the School Council Chair and the Principal(s).
6. If you have an issue or concern and are unsure about who to contact, please direct your enquiry to the Board Secretary.

Accountability:

Review by Board of Directors at three year intervals.