


### Background

The Division supports the right of parents and members of the public to make inquiries into the conduct of operations of the Division. In the interest of open communication, the Superintendent believes that inquiries must first be directed to the staff members most directly involved in the operations in question. If the parent or member of the public is not satisfied with the response at that level, he/she is to be encouraged to follow the lines of authority as appropriate.

### Procedures

1. Anonymous and/or third-party complaints, requests or inquiry will not be dealt with unless it is directly related to a safety issue. If it is directly related to a safety issue, the Superintendent or designate will investigate further.
2. In making a formal inquiry, the individual must be prepared to address his/her concern in person or in writing.
3. Normally, complaints concerning operations can be resolved with the parties involved. On occasion, the Superintendent or a trustee may receive a request to intervene in school or department affairs. In this event, the complaint will be resolved according to the following:
  - 3.1 The Superintendent or designate will, as appropriate in the circumstance, refer a complaint or request for intervention to the school or department, engage in mediation, or conduct an inquiry.
  - 3.2 The Superintendent or designate will ensure, in cooperation with schools and departments, that parents or members of the public are provided with the opportunity to express their complaints and be heard fairly by school-based administrators and/or by Division administrators.
  - 3.3 The trustee, upon receiving an inquiry, will refer the parent or public member back to the school or department and will inform the Superintendent of the complaint. The complaint will then be dealt with as outlined above or in [AP 170](#).
4. Upon receiving an inquiry, the Superintendent or designate will ascertain if all local avenues for resolution have been considered. If not, the individual will be advised to do so as the first means of achieving resolution.
5. If the individual feels his/her concern has not been adequately addressed by the person against whom the complaint has been lodged, the concerns are to be taken to that person's immediate supervisor.

6. If all local avenues have been exhausted, the Superintendent or designate will meet with the individual and school-based administrators or department heads to resolve the issue.
7. If resolution of the issue is not achieved at the Superintendent level, the Board shall advise the individual of his/her right to a hearing if the matter significantly affects the education of a student.

<b>Reference:</b> Section 41, 42, 43, 44, 51, 52, 197, 222 Education Act Cross Reference: Policy 13 – Appeals and Hearings Regarding Student Matters	<b>Approved:</b> 
	<b>Date Approved:</b> August 2006
	<b>Reviewed or Revised:</b> January 2013 June 2023

*Note: References shall be updated as required and do not require additional approval*

