
Purpose/Background

In the interests 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, she/he is to be encouraged to follow the channels of communication as outlined.

Procedures

1. The Area Director, upon receiving a concern in writing, will contact the individual(s) to ascertain if all local avenues have been considered. If not, the individual(s) will be advised to do so as the first means of achieving resolution.
2. If all local avenues have been exhausted, the Area Director will meet with the individual and school-based administrators in an attempt to resolve the issue.
3. If, in the stakeholder's opinion, resolution of the issue has not been achieved by the Area Director then the individual(s) shall be notified of their right to appeal to the Superintendent or designate.
4. If, in the stakeholder's opinion, resolution of the issue has not been achieved by the Superintendent, or designate then the individual(s) shall be notified of their right to appeal to the Board if the matter significantly affects the education of a student.

Reference:

- Section 33, 40, 41, 42, 43, 52, 53, 196, 197, 222 Education Act