
BACKGROUND

The Board of Trustees believes that concerns of the public should be addressed and encourages stakeholders to bring them forward so that they can be resolved as close to their origin as possible.

The steps to be followed by stakeholders to address concerns should be in the following order:

- The classroom teacher (parent concern)
- The school Principal (unresolved parent concern/school-wide concern)
- The Area Director (appeal of decision by principal)
- The Associate Superintendent of Schools (appeal of decision by Area Director)
- The Superintendent of Schools (appeal of decision by Associate Superintendent)
- The Board of Trustees (appeal of decision by Superintendent)
- The Minister of Education (appeal of decision by Board)

The Board wishes to resolve concerns fairly and expects that interested persons will be given the opportunity to express their complaints expeditiously. In the interests of fairness, members of staff will be informed about the nature and source of the complaint.

GUIDELINES

1. Stakeholder concerns must be expressed in person or in writing to the person or persons involved.
2. Normally parental complaints concerning school operations are resolved locally at the school with parties involved. On occasion, however, the Superintendent, or a Trustee, may receive a request from parents to intervene in school affairs. In this event the complaint will be resolved according to the following:
 - 2.1 The Superintendent will, as appropriate in the circumstance, refer a complaint or request for intervention to the local school, engage in mediation, or conduct an inquiry.
 - 2.2 The Superintendent will ensure, in cooperation with the local schools, that parents are provided with the opportunity to express their complaints and be heard fairly by school-based administrators and/or by Divisional Administration.
 - 2.3 The Trustee, upon receiving a complaint, will refer the parent to the school, and will either inform the Superintendent or the school. The Trustee will receive confirmation that the concern has been addressed.

Legal Reference:

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