

155 PUBLIC COMPLAINTS/DISPUTE RESOLUTION

Background

The Division wishes to ensure that all parents, who have complaints about school or Division operations, are provided with an opportunity to express their complaints, and an assurance that these complaints will be addressed fairly and efficiently.

Normally, parental complaints concerning school operations are resolved locally at the school. On occasion, however, the Superintendent may receive a request from parents to intervene in school affairs. In this event, the complaint will be resolved according to the procedures that follow.

Parents or Guardians may formally challenge instructional materials used in the school for the Division's educational program on the basis of appropriateness for their own children.

Procedures

1. The Superintendent will, as appropriate in the circumstances, refer a complaint or request for intervention to the local school, engage in mediation, or conduct an inquiry.
2. The Superintendent will ensure, in cooperation with 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 administrators.
3. No complaints will be disregarded, however, complainants will be asked to identify themselves.
4. The Principal or teacher, upon receiving a complaint regarding the use of instructional materials, shall initially satisfy himself or herself that the materials in question are in alignment with approved Alberta Education curriculum and policies of the Board.
5. The Principal or teacher shall try to resolve the issue informally, by explaining to the parent or guardian the selection procedure, criteria and the place the questioned material occupies in the educational program. If still unresolved the parent may, in written form, forward the complaint to the Superintendent according to this Administrative Procedure.

6. Upon receiving a complaint, the Superintendent or his designate will contact the complainant to ascertain if all local avenues have been considered. Most appropriately the line of avenues would be teacher, administrator. If not, the complainant will be advised to do so as the first means of achieving resolution.
7. If all local avenues have been exhausted, the Superintendent will meet with the complainant and school-based administrators in an attempt to resolve the issue.
8. Citizen complaints are to be channelled according to the sequence indicated in each of the following categories:
 - a. Instruction, discipline or learning materials
 - i. Teacher;
 - ii. Principal;
 - iii. Superintendent;
 - iv. Board.
 - b. School Personnel
 - i. School employee
 - ii. Immediate supervisor;
 - iii. Principal (if not immediate supervisor);
 - iv. Superintendent.
 - c. Transportation
 - i. Bus Driver;
 - ii. Principal (student matters) and/or Transportation Supervisor;
 - iii. Secretary-Treasurer;
 - iv. Superintendent;
 - v. Board.
 - d. Board Operations and Policies
 - i. Superintendent;

ii. Board.

9. If resolution of the issue has not been achieved at the Divisional administration level, the complainant may request the Superintendent to advise the Board of the complainant's wish to appear before the Board, according to Policy 12 Appeals Regarding Student Matters.
10. The Superintendent shall bring to the Board any petitions as specified in the Petitions and Public Notices Regulation (91/2019) in accordance with that Regulation.

References

Section 11,31,18 33,40,41,42,43,52,53,196,197,222, 250 Education Act
Alberta Regulation 91/2019
Board Policy 12 Appeals Regarding Student Matters

History

Developed: August 2003
Amended: February 2020
Amended: February 2021