

## **Public Inquiries/Concerns**

### **Policy 2230**

**April 26, 2005**

**Revised: September 23, 2014**

Constructive criticism, based on a sincere desire to improve the quality of education, is welcome.

The Board of Education places trust in its employees in such a manner that employees are freed from unnecessary, spiteful, or negative criticism and concerns. The Board recognizes that misunderstandings and disagreements are usually best handled at the teacher/parent/student level. Employees involved in a concern will be given every opportunity for explanation and comment.

In the resolution of a concern only those facts directly related to the situation will be discussed.

#### Guidelines

1. If a concern can be resolved through the cooperation of the complainant, the Principal and/or District staff it shall be so resolved. Concerns in the area of school organization, curriculum, programming, etc. fall into this category. General concerns by an Association or Union shall be addressed in accordance with collective agreement provisions.
2. Parents, students and/or the public are encouraged to take concerns directly to the staff member involved, or to the Principal, who shall address the concern.
3. All employees are expected to take concerns to the staff member involved or to notify the staff member that they intend to take their concern to the staff member's supervisor.
4. Concerns regarding school level matters made to District Office shall be immediately referred to the Principal who shall notify the pertinent staff member and address the concern.
5. Concerns made to a Trustee shall be immediately channeled to the Superintendent.
6. Concerns made to a P.A.C. executive shall be immediately channeled to the Principal.
7. In the event a concern remains unresolved at the school level, it shall be addressed by the Superintendent.
8. If a concern remains unresolved subsequent to the Superintendent's involvement, an in camera session of the Board of Education may be convened to resolve the concern. The person who has the concern, the staff member, the Principal and the Superintendent shall have the opportunity to express their views.

**Parental Concern Process**  
**Regarding incident involving their child**  
(Flowchart from Policy 2230)

1. Talk to the classroom teacher, if comfortable, in situations where the concern involves the classroom or the teacher.
2. If not comfortable speaking with the teacher or if the incident involves a broader school or playground issue, take concerns directly to the Principal.
3. The Principal will address the issue. If a parent is not satisfied that their concern has been resolved, concerns should be taken to the Superintendent of Schools, who is the next level of appeal.
4. If a parent is not satisfied that their concern has been resolved at the Superintendent's level, they may appeal to the Board of Education by phoning the Secretary-Treasurer at 250-774-2591, who will ask them for a letter describing the incident to be placed in the next Closed Board Meeting package. The parent will be asked to present their concern at the Closed Board meeting. The Superintendent will contact parents to let them know the Board of Education recommendations or decision.

Please note: the Principal, Superintendent or Board of Education will not disclose confidential information regarding employee discipline or consequences applied to other students.