

Administrative Procedure 151

Parent and Public Inquiries

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 interests of open communication, the Director 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. In making a formal inquiry, the individual must be prepared to address his/her concern in person or in writing to the person or persons involved.
2. 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.
3. Upon receiving an inquiry, the Director 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.
4. If all local avenues have been exhausted, the Director or designate will meet with the individual and school-based administrators or department managers in an attempt to resolve the issue.
5. Normally complaints concerning operations can be resolved with the parties involved. On occasion the Director 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:
 - 5.1. The Director 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.
 - 5.2. The Director or designate will ensure, in cooperation with schools and department, 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.

- 5.3. The trustee, upon receiving an inquiry, will refer the parent or public member back to the school or department and will inform the Director of the complaint. The complaint will then be dealt with as outlined above.
6. If resolution of the issue is not achieved at the Director level, the individual shall be advised of his/her right to a hearing by the Board if the matter significantly affects the education of a student.

Reference:

Section 85, 87, 108, 109, 148, 151, Education Act

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