

### **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, member of the public, or school council 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)/school council 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/school council 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)/school council 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)/school council shall be notified of their right to appeal to the Board if the matter significantly affects the education of a student of the Board.

### *Reference:*

- Section 33, 40, 41, 42, 43, 52, 53, 55, 196, 197, 222 Education Act