



---

## PHILOSOPHY

The Board of Education (“Board”) is committed to fostering collaboration to support students’ success. Recognizing that disputes may occasionally arise, this policy seeks to address and resolve concerns constructively.

## GUIDING PRINCIPLES

The Board supports resolving complaints and disputes at the level closest to where they arise, promoting direct and constructive communication. This process is designed to be non-confrontational and welcoming to parents/guardians. Parents/guardians and/or students may bring a relative, trusted friend, or advocate to meetings at any step of the process.

The Board is committed to ensuring that employee decisions regarding individual students are guided by principles of fairness and respect.

## PROCESS

The steps to follow for raising concerns are outlined below. These steps are also outlined on the district website ([www.sd42.ca/raising-concerns](http://www.sd42.ca/raising-concerns)) with contact information for steps 3 & 4.

Step 1: Discuss the issue with the person who made the decision or took the action you are concerned about (e.g. classroom teacher). Issues can usually be solved at this level but may involve ongoing dialogue. If not solved, continue to the next step.

Step 2: Discuss the issue with the school principal. The principal may involve appropriate resources/personnel as required. If not solved, continue to the next step.

- Suspension from an educational program
- Suspension from an educational program made available
- Online learning required as part of a course
- A decision not to provide a student with a course
- Consultation about placement of a student with the provision of an IEP
- Bullying behaviours, including intimidation of a student against another student
- Exclusion due to a medical condition

DRAFT!

DRAFT NEW POLI