

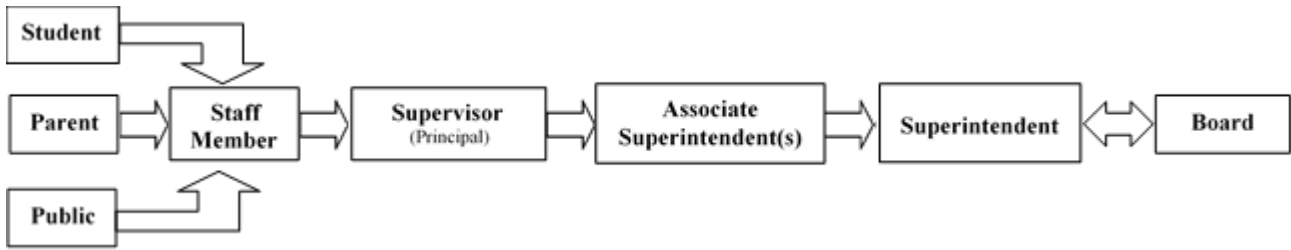
DISPUTE RESOLUTION

Background

The Division supports the right of parents to make inquiries into the conduct of operations in the school division. In the interests of open communication, the Superintendent believes inquiries must first be directed to the staff members most directly involved in the operations in question. If the parents are not satisfied with the response at that level, they are to be encouraged to follow the channels of communication as appropriate.

Procedures

1. In making a formal inquiry, the individual must be prepared to address their concern in person or in writing to the person or persons involved.
2. Normally complaints concerning operations can be resolved with the parties involved. On occasion, the Superintendent or a trustee may receive a request to intervene in school affairs. In this event the complaint will be resolved according to the following:
 - a. The Superintendent or designate will, as appropriate in the circumstance, refer a complaint or request for intervention to the Principal, engage in mediation, or conduct or refer an inquiry.
 - b. The Superintendent or designate will ensure, in cooperation with principals that parents are provided with the opportunity to express their complaints and be heard fairly by school-based and/or Division administrators.
 - c. The Trustee, as per [Board Policy 4 - Role of the Trustee](#), upon receiving an inquiry will refer the parent back to the school and inform the Superintendent of the complaint. The complaint will then be dealt with as outlined above.
3. Upon receiving an inquiry, the Superintendent 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 the individual feels their 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.
5. If all local avenues have been exhausted, the Superintendent or designate may meet with the individual and/or school-based administrator in an attempt to resolve the issue. The Superintendent, or designate may require the individual to provide a written submission of their concern. Upon receiving a written submission of the concern, the Superintendent, or designate will provide a written response.
6. If resolution of the issue is not achieved at the Superintendent level, the individual shall be advised of their right to an appeal to the Board, as per [Board Policy 14, Appeals Regarding Student Matters](#) if the matter significantly affects the education of a student.



Adopted: April 2020

Reference: Education Act, Section 33, 40, 41, 42, 43, 52, 53, 196, 197, 222