

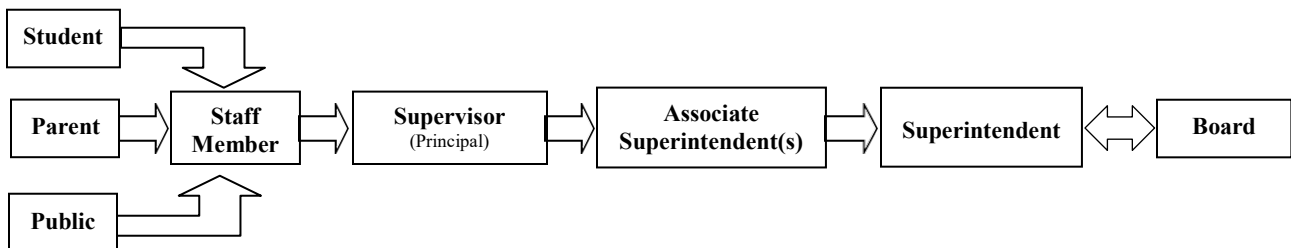
## CHANNELS OF COMMUNICATION AND DISPUTES RESOLUTION

### BACKGROUND

The Board 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 Board believes 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, they are encouraged to follow the appropriate lines of authority.

### PROTOCOLS

- 1) All official Board communications, policies, and directives of interest to staff shall be communicated to staff members through the office of the Superintendent.
- 2) All formal communications or reports to the Board from Division staff members shall be submitted through the Superintendent.
- 3) The Chair of the Board or designate shall be the official spokesperson of the Board.
- 4) The Board shall communicate with School Councils through School Council chairs and/or through Regional School Council meetings.
- 5) Each school shall have a Trustee assigned.
- 6) Schools will establish procedures to ensure their assigned Trustee is informed about activities and events in their assigned schools.
- 7) Significant school events should be reported to the office of the Superintendent and Communications Coordinator.
- 8) Staff members requesting information from the Board shall normally do so through the principal and/or Superintendent.
- 9) Trustees and stakeholders shall respect the following channels of communication:



- a) Parent and public inquiries should first be directed to the Division employee(s) most directly involved in the operations in question. If the parents/guardians or members of the public are not satisfied with the response at that level they shall be encouraged to follow the lines of authority through the direct supervisor and, if required, to the Superintendent and then to the Board if applicable (as per [Board Policy 14](#)).
  - b) Trustees or administrators receiving complaints from stakeholders shall respect the appropriate lines of communication to the greatest extent possible. When working to resolve complaints, the following shall occur:
    - i) Encourage the complainant to first discuss the complaint directly with the person against whom the complaint is made;
    - ii) Inform the complainant of the appropriate channel of communication if the matter remains unresolved;
    - iii) If the matter remains unresolved, the next contact shall be with the respondent's Principal or other supervisor and then, if necessary, Associate Superintendents or Superintendent, depending on the nature of the issue;
    - iv) Failing resolution by the Superintendent, the complainant shall be advised of [Board Policy 14, Appeals Regarding Student Matters](#) if applicable;
    - v) Failing resolution at the Board level, the complainant shall be informed of his/her rights to appeal Board decisions under the Education Act;
    - vi) The complainant shall be informed of the resolution.
  - c) For media requests, please contact the LRSD Communications Coordinator.
- 10) Information about appropriate channels of communication shall be included in Parent and Student Handbooks.

The Board delegates to the Superintendent the authority to develop the procedures necessary to implement this policy.

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April 2020

References:

Alberta Education Act: 33(1)(m)  
Board Policies: 4 Role of the Trustee, 6 Role of the Board Chair, 11 Policy Making, 14 Appeals Regarding Student Matters, 21 Welcoming, Caring, Respectful, and Safe Learning Environment  
Administrative Procedures: 110 School Councils, 132 Public Civility in Schools, 180 Records Management, 307 Welcoming, Caring, Respectful and Safe Learning Environments,  
Freedom of Information and Protection of Privacy Act (FOIPP)

Reviewed: March 2023

Updated:

