

## RESOLUTION OF STUDENT OR PARENT SCHOOL CONCERNS

### Background

The District believes that open, direct communication between students, parents, and school personnel serves the best interests of students and assists parents and District personnel in resolving a problem.

The District encourages students and/or parents to discuss their questions or concerns regarding the education of their children with school personnel as early and as directly as possible.

### Procedures

From time to time, students or parents may disagree with the decisions or actions of teachers and/or administrators concerning the education, health or safety of students. Some areas which may raise concerns relate to the assignment of students to classes or courses, grading practices, participation in or exclusion from school activities, or student discipline.

Students or parents who disagree with or wish to question decisions or actions that are taken by teachers and/or administrators are expected to seek a resolution by pursuing the following steps:

#### 1. Teacher or Classroom Level Problem

- 1.1 Discuss the matter directly with the teacher whose judgment or decision is being questioned.
- 1.2 If not resolved, discuss your concern with the Principal.
- 1.3 If not satisfied with the outcome, discuss your concern with the Assistant Superintendent, or designate.
- 1.5 Unresolved matters may be referred to the Board as per Board Policy 13 "Appeals Regarding Student Matters".

#### 2. Principal or School Level Problem

- 2.1 Discuss directly with the Principal the action, policy, procedure or practice being questioned.
- 2.2 If not resolved, refer to the Assistant Superintendent, or designate.
- 2.4 If not resolved, refer to the Board as per Board Policy 13.

It is expected that District personnel will seek a resolution to the problem as quickly as possible.

#### 3. District Level Problem

- 3.1 Discuss with the personnel involved.
- 3.2 If not resolved, refer to the Assistant Superintendent, or designate.
- 3.3 If not resolved, refer to the Board as per Board Policy 13.

Please be aware that final staff level for resolution of concerns is with the Assistant Superintendent. If you wish to appeal beyond this, the matter must be referred to the Board supported by the Superintendent, as outlined in Policy 13.

Reference: Section 65, 85, School Act

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