

STUDENT AND PARENT COMPLAINTS AND GRIEVANCES

Background

The Division wishes to ensure that there is a fair and equitable means to hear and address student and parent complaints. The Division is committed to ensuring that just and careful procedures for adjudicating and resolving these complaints are established, maintained and reviewed.

Procedures

1. General

- 1.1 Complaints are to be addressed in a timely and appropriate manner.
- 1.2 Complaints and efforts at address and/or redress are to be documented in order to ensure and enhance a fair and consistent response.
- 1.3 Complaints regarding school operation and treatment of students may be made by:
 - 1.3.1 A parent or guardian who is acting on behalf of the student.
 - 1.3.2 A student who is:
 - Sixteen (16) years of age or older and living independently, or
 - Eighteen (18) years of age or older.
- 1.4 In the event of a dispute involving a teacher, the student's teacher is to be the first person to hear and address any complaint or grievance from a student or parent.
- 1.5 If the complaint cannot be resolved with the teacher, the Principal is to be contacted.
 - 1.5.1 The same procedure (1.4) (1.5) is to be followed for a dispute involving non teaching school personnel.
- 1.6 If the complaint cannot be resolved with the Principal, the School Superintendent is to be contacted.
- 1.7 If a complaint cannot be resolved with the School Superintendent, the student or parent may contact the Director to seek resolution.
 - 1.7.1 Complaints may be made directly to the Director or designate in the event of conflict of interest with the School Superintendent.
 - 1.7.2 Complaints regarding School Superintendent may be made directly to the Director or designate.

1.8 If a complaint cannot be resolved with the Director or designate, the student or parent may make a written complaint to the Board, on decisions that significantly affect the education of a student.

1.8.1 Complaints may be made directly to the Board in the event of conflict of interest with the Director.

1.8.2 Complaints regarding Director may be made directly to the Board.

Reference: Sections 85, 87, 148, 151 Education Act
Board Policy 13 – Appeals and Hearings Regarding Student Matters

Approved: January 22, 2025