

# STUDENT AND PARENT COMPLAINTS AND GRIEVANCES

## Background

The Division is committed to ensuring a fair and equitable process for hearing and addressing student and parental complaints. The Division is committed to just and careful procedures for adjudicating and resolving complaints.

## Procedures

### 1. General

- 1.1 Complaints are to be addressed in a timely and appropriate manner.
- 1.2 Efforts to address and/or redress complaints are to be carefully 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:
  - 1.6 If a complaint cannot be resolved with the principal, the student or parent may contact the designated school Superintendent to seek resolution. Complaints may be made directly to the designated school Superintendent in the event of conflict of interest with the principal.
  - 1.7 If the complaint cannot be resolved with the designated Superintendent, the student or parent may make a complaint directly to the Director of Education.
  - 1.8 If a complaint cannot be resolved with the Director of Education, the student or parent may make a written

1.8.2 Complaints against the Director of Education may be made directly to the Board.

Reference: Section 85, 87, 148, 151 Education Act

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