

SD42 POLICY 9550

PROCESS FOR RAISING CONCERNS

PHILOSOPHY

The Board of Education ("Board") is committed to fostering collaboration to support students' success. Recognizing that disputes may occasionally arise, this policy seeks to address and resolve concerns constructively.

GUIDING PRINCIPLES

The Board supports resolving complaints and disputes at the level closest to where they arise, promoting direct and constructive communication. This process is designed to be non-confrontational and welcoming to parents/guardians. Parents/guardians and/or students may bring a relative, trusted friend, or advocate to meetings at any step of the process.

The Board is committed to ensuring that employee decisions regarding individual students are guided by principles of fairness and respect.

PROCESS

The steps to follow for raising concerns are outlined below. These steps are also outlined on the district website (www.sd42.ca/raising-concerns) with contact information for steps 3 & 4.

Step 1: Discuss the issue with the person who made the decision or took the action you are concerned about (e.g. classroom teacher). Issues can usually be solved at this level but may involve ongoing dialogue. If not solved, continue to the next step.

Step 2: Discuss the issue with the school principal. The principal may involve appropriate resources/personnel as required. If not solved, continue to the next step.

Step 3: Discuss the issue with the assistant superintendent/director responsible for the zone in which your child's school is located. If not solved, continue to the next step.

Step 4: Discuss the issue with the deputy superintendent.

Step 5: If the decision significantly affects a student's education, health, or safety, the decision can be appealed to the Board within 15 school days of completion of step 4 in accordance with the [Bylaw 3 Board of Education Appeal Policy and Procedures Bylaw](#) using the [Bylaw 3 Form - Board of Education Notice of Appeal](#). The following will normally be matters that significantly affect a student's education, health or safety:

- Expulsion from an educational program
- Suspension from an educational program for more than five (5) school days
- Suspension from an educational program where no other educational program is made available
- Online learning required as part of a disciplinary matter
- A decision not to provide a student with an Individual Education Plan (IEP)
- Consultation about placement of a student with disabilities or diverse needs and the provision of an IEP
- Bullying behaviours, including intimidation, harassment or threats of violence by a student against another student
- Exclusion due to a medical condition that endangers others

If the matter does not meet the criteria for step 5, there are other options to pursue such as the Ombudsperson 1-800-567-FAIR (3247) or the Member of the Legislative Assembly.

Step 6: Decisions of the Board may be appealed to the Superintendent of Appeals of the Ministry of Education and Child Care (provincial appeal process).

APPROVED: April 16, 2025