



### **Public Concerns and Complaints**

Constructive criticism of the schools is welcomed by the Board whenever it is motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively. Therefore, any person or group having an interest in the operation of the school division shall have the right to present a request, suggestion, comment, complaint, or concern relating to personnel, the programs, or the operations of the school division. This shall be done without fear of any reprisals from school division personnel. At the same time, the Board has a duty to protect its staff from unfair harassment and frivolous complaints. It is the intent of this policy to provide the means for hearing public complaints and concerns in a fair and impartial manner and to seek a just and equitable remedy.

It shall be understood that complaints regarding personnel shall be investigated by the administration before consideration or action by the Board. All complaints shall be handled in confidence.

#### **Protocol for Handling Concerns**

The Park West School Division Board of Trustees is interested in sharing information on protocol regarding school concerns. The following procedure should be followed to address issues of concern. The protocol may start at the second or third step depending on who is involved. Please use the following form as a reference sheet.

##### **Teacher**

Attempt to resolve concerns with the classroom teacher. The best way to solve a problem is to get as close to it as you can. Learn to see all sides of the issue. This step is successful in alleviating concerns for most issues.

##### **Principal**

In the unlikely event that dealing directly with the classroom teacher still leaves you with concerns, discuss them with the principal. A meeting with the teacher and principal may be necessary.

##### **Superintendent/CEO**

If, after seeking understanding and resolution from both the teacher and principal, you still have concerns, advise the Superintendent/CEO in writing. Please complete the following form as the format for your written request for intervention by the Superintendent/CEO. The Superintendent/CEO will respond to your written concerns and attempt to resolve the problematic issue.



### Board

If the intervention by the Superintendent/CEO is not satisfactory, you have a right to request a hearing by The Park West School Division Board of Trustees at a regular Board meeting. Please review the below guidelines from the Procedural By-law which outlines how to be heard as a delegation.

- The Board shall hold its Regular meetings openly, and no person shall be excluded or removed from any meeting except for improper conduct. (1)
- Any resident elector of the Division shall have the right to be placed on the agenda of a regular board meeting to be heard under "Delegations." Seven days prior to the meeting, they shall provide to the CEO a written brief or petition for inclusion in the agenda package and shall identify a spokesperson whom the Chairperson can address and to whom correspondence can be forwarded. The delegation will present a written list of any questions they want answered.
- The delegation will be heard in Regular session unless the Board determines that it needs to be held In-Camera.
- The Board may hear delegations at its discretion.
- The Board and Administration will not enter into debate on any issues in the presentation. The delegation will be heard for information purposes only. The Board will only ask questions for clarification. In the event a decision of the Board is required, the matter shall be postponed to the next regular meeting for action. All delegations shall be advised of acceptable procedures prior to their appearance at the Board meeting. If a decision is required prior to the next regularly scheduled meeting, the Board may suspend the rules and consider the delegations request at the same meeting, the matter then being referred ("New or Unfinished Business") for decision-making.
- The Chairperson may, at some point in the Agenda of a Special Board Meeting, permit visitors to the meeting to ask questions or speak to a matter on the agenda of which they are familiar for clarification purposes.

#### References:

- (1) P.S.A. Section 30 (3)



**STATEMENT OF CONCERNS TO THE PARK WEST SCHOOL DIVISION**

**PLEASE DESCRIBE YOUR SPECIFIC CONCERN:**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

**STEP 1 - MEETING WITH THE TEACHER**

Teacher's Name: \_\_\_\_\_

Date: \_\_\_\_\_

Discussed: \_\_\_\_\_

Describe the result of your meeting with the teacher:

---

---

---

---

---

---

---

---

---

---

**STEP 2 - MEETING WITH THE PRINCIPAL**

Principal's Name: \_\_\_\_\_

Date: \_\_\_\_\_

Discussed: \_\_\_\_\_



Describe the result of your meeting with the principal:

---

---

---

---

---

---

---

---

**STEP 3 - MEETING THE SUPERINTENDENT/CEO**

Superintendent/CEO: \_\_\_\_\_

Date concern was submitted in writing: \_\_\_\_\_

Date of Meeting with Superintendent: \_\_\_\_\_

Please note: The Superintendent/CEO will only look into concerns which indicate how Step 1 and Step 2 have been addressed. Describe the result of your meeting with the Superintendent/CEO:

---

---

---

---

---

---

---

---

---

---

**STEP 4**

Date of notification of the Superintendent/CEO that you wish to appear as a delegation before The Park West Board of Trustees: \_\_\_\_\_

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date