

---

## PROCESS FOR ADDRESSING PARENTAL/PUBLIC CONCERNS

### Background

The district believes that concerns of individuals must be given respectful attention, and that all reasonable efforts must be made to achieve a timely resolution. Whenever possible, concerns are best resolved between the involved parties.

### Procedures

#### 1. General

- 1.1 Any district employee who receives a concern from a member of the public or a parent/guardian will advise the individual how to access this operational procedure and will encourage that person to express their concern to the employee involved. (See processes listed below).
- 1.2 If possible, any concern should be initiated within 20 working days of the specific incident. The process will be carried out within a reasonable time frame, but shall not normally exceed 35 working days.
- 1.3 The person with the concern must be informed of the process and the progress at each step.
- 1.4 The confidentiality rights of all involved individuals will be respected.
- 1.5 Should the supervisor become involved and should they believe that disciplinary action could result (i.e., the concern deals with misconduct and/or performance issues), contractual processes will be respected and followed in conjunction with this operational procedure. The individual who has expressed the concern will be notified by the supervisor of the procedural change and such notification will include justification for the decision.
- 1.6 Every reasonable effort shall be made to resolve the concern at step 1 of the process.
- 1.7 For instances where there is a question of bullying and/or harassment concerning employees, parents, volunteers, contractors or other adults, refer to Operational Procedure 401 (Respectful Workplace).
- 1.8 In the event that you are unsure of whom the complaint should be directed to, contact the school board office.

#### 2. Process

##### 2.1 Step 1: Initial Contact

The person/member of the public will express the concern to the individual involved.  
Both parties will attempt to:

- define the concern
- clarify the issue
- develop an understanding of each other's point of view
- resolve the concern

If there is no resolution, the concern may proceed to step 2 by contacting the appropriate supervisor. If the concern is about a supervisor (e.g., school or district administrator or manager) then the concern should proceed to step 3 after step 1.

## 2.2 **Step 2: Facilitated Contact**

Within ten (10) working days of being advised, the supervisor will arrange to meet with the person(s) involved. At the meeting, the supervisor will gather and document information and will attempt to facilitate a resolution.

Both parties will be advised that they may be accompanied by a support person. In some cases, an employee may request a representative from their association for the employee involved.

If there is no resolution at step 2, the individual(s) with the concern may proceed to Step 3 by contacting the associate superintendent of schools or designate within ten (10) working days of the step 2 meeting. The associate superintendent or designate will advise the supervisor that the concern has moved to step 3.

## 2.3 **Step 3: District Contact**

Within five (5) working days of referral to step 3, the attending supervisor will forward all documentation to the associate superintendent or designate who, within ten (10) working days, will:

- review all information relevant to the matter
- meet with the persons involved
- attempt to resolve the concern
- summarize in writing, the relevant information and the conclusion reached.

Following the review, the associate superintendent or designate will provide written notification of the decision reached.

The individual(s) will be notified of the right to appeal the decision. Information regarding appeals can be found on the school district website ([www.sd72.bc.ca](http://www.sd72.bc.ca)) under Board Governance and Policy Section (Appeals to the Board of Education) or can be picked up at a local school or the school board office.

Reference: Sections 11, 17, 20, 22, 65, 85 School Act

Cross Reference: OP 401 – Respectful Workplace  
Board Policy Appeals to the Board of Education

Revised: September 2016