

## Administrative Procedure 150

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### PUBLIC INQUIRIES/CONCERNS

#### Background

It is important for the Division to link with its stakeholders to ensure that the school division reflects community values and expectations. Equally important is the function of reporting to the public to maintain openness and accountability to the community.

Channels of communication are also necessary to allow for community initiative in communicating with the Division.

It is the responsibility of the Division to provide means of communication that not only lead to an informed public, but an engaged public. Equally important is to ensure that the information that the public receives from the Division is consistent.

#### Procedures

1. The Division supports the concept of school-based decision making. Most matters can be dealt with in the quickest and most efficient manner at the school level. Electors, parents, and members of the public are to be directed to contact the teacher and/or principal at the local school level.
2. In cases where satisfactory resolution is not achieved at the school level, the appropriate channel is to contact the appropriate Superintendent of Operations at the Board Office. If resolution is not achieved at this level, the next step is to contact the Director of Education.
3. General school division issues are to be resolved by contacting the appropriate administrative officer at the Board Office. If resolution is not achieved the next step is to contact the Director of Education.
4. If satisfactory resolution is not achieved at the level of the Director of Education, the Board has reserved the authority to act as the final level of appeal in the Division.

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

September 1, 2006