

## Administrative Procedure 152

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# 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:
  - 1.3.1 A parent or guardian who is acting on behalf of the student.
  - 1.3.2 A student who is:
    - 1.3.2.1 Sixteen years of age or older and living independently or,
    - 1.3.2.2 Eighteen years of age or older.
- 1.4 In the event of a dispute at the school, the student's teacher is to be the first person to hear and address any complaint or grievance from a student or parent.
- 1.5 If the complaint cannot be resolved with the teacher, the principal is to be contacted.
- 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 statement of the complaint to the Board, as the Board has retained its authority as the final level of appeal in the Division.
  - 1.8.1 Complaints may be made directly to the Board in the event of conflict of interest with the Director of Education.

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

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

July 23, 2019