



## AP 1-201 – PUBLIC COMPLAINTS

### BACKGROUND

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All members of the community shall have the right to express complaints directly to the Board; however, complaints received by the Board will be referred back through the proper administrative channels to explore a resolution prior to an investigation or action by the Board. The only exceptions to this process are complaints that directly concern Board actions or Board operations.

### PROCEDURES

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The Board advises the public that the proper channeling of complaints is as follows:

1. staff member concerned,
2. principal or supervisor,
3. senior administrative staff,
4. superintendent,
5. school board.

If the parent/legal guardian does not accept the decision of the Superintendent, he/she/they may appeal the decision to the School Board.

#### **Appeal**

The decision of the superintendent may be appealed through to the board. Upon review of the basis of the decision the board will either accept or reject to hear the appeal. Should the board agree to hear the appeal it shall be considered in-camera.

The Appeal process consists of the following procedures:

- a) The parent submits a signed and written complaint to the board chair;
- b) The parent may choose to present information in person to the board during an in-camera session; if such a request is made, senior administration will communicate with the parent as to the time and date of the presentation;
- c) The board will respond to the complaint within two weeks and if the parent has not requested to appear in person to the board, they may ask the parent to appear before the board in an in-camera session;
- d) The board will respond to the parent's concern/complaint. The board will advise parents of their right to request formal dispute resolution through Manitoba Education when efforts to resolve the issues locally at the school and school division levels have failed.

In the event the parent is not comfortable with the dispute resolution process, they may identify a support person from a support agency, whom they trust, to work with them through the process to ensure their understanding of the process and procedures. They may also request an alternate process for presenting their concerns.