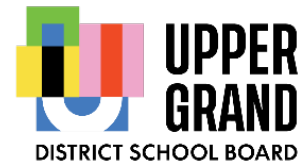


Public Concerns Procedures 215-A



Category:	Community Relations
Administered by:	Director of Education
First Adopted:	Nov 2016
Revision History:	June 2023
Next Review:	2027-28 School Year

1. General

It is the practice of the Upper Grand District School Board that stakeholder concerns and questions be addressed at the closest level to the issue.

2. Definitions

Director of Education

The Director of Education is the chief executive officer and chief education officer of the school board. The director is the sole employee who reports directly to the Board of Trustees and acts as secretary to the Board. All school board staff report either directly or indirectly to the Director of Education.

Executive Superintendent

Executive superintendents supervise superintendents and supervisors / managers of departments. Working with senior system leaders they provide oversight to the academic and business functions of the school board.

Stakeholder

The term stakeholder refers to anyone who is invested in the success and well-being of students, including parents, guardians, families, community members, school administrators, teachers, staff members, local business leaders, elected officials and the students themselves. Stakeholders may also be organizations, advocacy groups, parent-teacher organizations, school councils, teacher unions, local businesses, media outlets and cultural institutions.

Superintendent of Education

Superintendents lead and supervise schools and programs, working with principals and staff to ensure that schools operate according to ministry and board policy. Superintendents are often responsible for families (groups) of schools, and may also be assigned to oversee board-wide programs.

3. Steps for Addressing School-Based Concerns (See Appendix A)

3.1 Step 1 – Review of the issue with the classroom teacher

The parent, guardian or adult student (aged 18 years or older) should bring concerns or issues forward to the classroom teacher or appropriate member of staff for resolution.

3.1.1 In the case of a concern expressed by a community member, contact should be initiated with the principal of the school rather than classroom teachers.

3.2 Step 2 – Review by the school principal

If the parent, guardian or adult student and the classroom teacher are not able to resolve the issue, the parent, guardian or adult student should request that the issue be reviewed by the school principal (or designate). The school principal (or designate) will review the issue and work to resolve the issue.

3.2.1 In the case of a concern about an Individual Education Plan (IEP) that cannot be resolved by the principal alone, the principal and parent may invite the Special Education Consultant assigned to the school to help resolve the issue.

3.2.2 In the case of a concern about a student suspension or expulsion, the appeal processes outlined in the Safe Schools Policy – Suspension and Expulsion Procedures Manual 503-D should be followed.

3.3 Step 3 – Review by the Superintendent of Education

If the parent, guardian or adult student and the school principal are not able to resolve the issue, the parent, guardian or adult student should request that the issue be reviewed by the school's superintendent of education (or designate). The superintendent (or designate) will review the matter as it relates to the board's established policies and procedures and the *Education Act* of Ontario and will respond to the parent, guardian or adult student regarding their concern.

3.3.1 In the case of a concern expressed about an IEP that cannot be resolved by the school superintendent, the Superintendent of

Education, Student Support Services (or designate) will assist to resolve the issue.

3.4 Step 4 – Review by the Executive Superintendent of School Operations and Student Support Services

If the parent, guardian or adult student and the school's superintendent of education are not able to resolve the issue, or in the case of an IEP issue the Superintendent of Education, Student Support Services, the parent, guardian or adult student should request that the issue be reviewed by the Executive Superintendent of School Operations and Student Support Services.

3.5 Step 5 – Review by the Director of Education

If the parent, guardian or adult student and the Executive Superintendent of School Operations and Student Support Services are not able to resolve the issue, the parent, guardian or adult student should request that the issue be reviewed by the Director of Education (or designate). The Director of Education (or designate) will review the matter and respond to the parent, guardian or adult student regarding their concern.

4. Representatives of the Parent, Guardian or Adult Student

- 4.1 Parents, guardians or adult students may choose to have an advocate (i.e. support person, translator, etc.) of their choosing in attendance at meetings with staff, subject to any limitations under existing laws or statutes. Any costs or expenses associated with such a representative are the responsibility of the parent, guardian or adult student.
- 4.2 Principals, staff, and parents, guardians or adult student will be notified in advance of a meeting as to the role/position of who is anticipated to be in attendance.
- 4.3 A representative supporting the parent, guardian or adult student must agree at the outset of a meeting to respect and maintain the confidentiality of any matter discussed between parents, guardians or adult student and staff.

5. Resolving Non-instructional Matters

- 5.1 Non-instructional matters will be addressed by the staff member who has direct involvement with the issue. If a concern or issue is not resolved by the appropriate staff member, the individual may request that the issue be reviewed by the appropriate supervisor and/or Executive Committee member. If the issue is not yet resolved, the issue shall be discussed with an Executive Superintendent, who may refer the issue to the Director of Education. All matters will be governed by the appropriate board policies and procedures.
- 5.2 Where a member of the public has a concern about a matter relating to the decisions of the Board of Trustees, the issue should be addressed with their local trustee. The trustee may redirect the issue to the Director of Education depending on the nature of the issue, and may choose to follow-up on the issue with the member of the public.

215-A Appendix A


Steps for School-Based Concerns

The UGDSB believes in developing strong and positive relationships with students, parents/guardians and the community. Governed by the Education Act of Ontario and board policies, the UGDSB IS committed to addressing concerns of stakeholders in a fair, respectful, and timely manner, and at the closest level to the issue.

STEP 1

Review with Classroom Teacher

The parent, guardian or adult student (aged 18 years or older) should bring concerns or issues forward to the classroom teacher or appropriate member of staff for resolution.

A large green number '1' inside a white circle with a green border, set against a background of a green wavy line that starts at the top right and curves down to the left.

STEP 2

Review with School Principal

If the parent, guardian or adult student and the classroom teacher are not able to resolve the issue, the parent, guardian or adult student should request that the issue be reviewed by the school principal. The principal will review and work to resolve the issue.

A large blue number '2' inside a white circle with a blue border, set against a background of a blue wavy line that starts at the top right and curves down to the left.

STEP 3

Review by the Superintendent

If the issue cannot be resolved still, the parent/guardian or adult student should request that the issue be reviewed by the school's superintendent of education. The superintendent will review the matter and will respond.

A large blue number '3' inside a white circle with a blue border, set against a background of a blue wavy line that starts at the top right and curves down to the left.

STEP 4

Review with the Executive Superintendent

If the person and the school's superintendent of education are not able to resolve the issue, or in the case of an IEP issue the Superintendent of Education, Student Support Services, the individual should request that the issue be reviewed by the Executive Superintendent of School Operations and Student Support Services.

A large red number '4' inside a white circle with a red border, set against a background of a red wavy line that starts at the top right and curves down to the left.

STEP 5

Review with the Director of Education

If the issue is still not resolved, the individual should request that the issue be reviewed by the Director of Education.

A large purple number '5' inside a white circle with a purple border, set against a background of a purple wavy line that starts at the top right and curves down to the left.