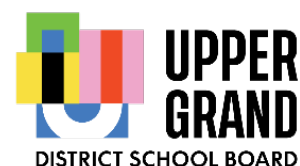


Public Concerns Policy 215



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

1. Policy Statement

The Upper Grand District School Board 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.

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.

Stakeholder

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.

Service de transport de Wellington-Dufferin Student Transportation Services (STWDSTS)

STWDSTS is a consortium of five school boards providing transportation for eligible students living in Wellington and Dufferin counties.

Trustees

School board trustees are the members of the district school board. They are locally elected representatives of the public, and they are the community's advocate for public education. They are required to carry out their responsibilities in a manner that assists the board in fulfilling its duties under the *Education Act*.

3. Details

- 3.1 It is the responsibility of the Director of Education to provide leadership and support for the administration and implementation of this policy.
- 3.2 It is the responsibility of principals, managers, and supervisors to implement this policy.

4. Matters that cannot be discussed by staff

- 4.1 Although the subject matter of meetings between parents, guardians or adult students and staff may be fairly broad, these meetings will generally relate to the education of the student at the school in question. There are certain matters staff members are unable to discuss with parents, guardians, adult students or community members, including personal details or specific disciplinary measures of other students, and matters related to staff performance or personnel issues.

5. Role of the Trustee

- 5.1 Parents, guardians or adult students may contact trustees at any time.
- 5.2 Trustees shall direct the parent, guardian or adult student to the steps outlined in the procedures, which should be followed in resolving any concerns.
- 5.3 Trustees will facilitate this process by providing information and direction with regard to the staff person that parents, guardians or adult student should contact in the board.
- 5.4 Trustees are not a representative of the parent, guardian or adult student.

6. Role of Service de transport de Wellington-Dufferin Student Transportation Services (STWDSTS)

- 6.1 With regard to concerns about student transportation, the policies and procedures of both the board and STWDSTS may apply.
- 6.2 Parents are encouraged to contact the school administration regarding any issue that directly relates to the school, or the students at the school. The school principal will work with STWDSTS to resolve any issues or concerns brought forward by the parent/guardian, or when appropriate may request that the parent/guardian contact STWDSTS themselves for the resolution of individual student concerns or questions.
- 6.3 If and when appropriate, parents may also contact STWDSTS as a first step with a concern about student transportation. STWDSTS will work with the school principal and/or other UGDSB staff to resolve any issues or concerns, as needed or required.

7. References

This policy operates in conjunction with:

- [Education Act](#) and its regulations
- [Policy 503 – Safe Schools](#)
- [Policy 304 – Transportation](#)
- [Public Sector and MPP Accountability and Transparency Act, 2014](#)
- [Policies of the Service de transport Wellington-Dufferin Student Transportation Services \(STWDSTS\)](#)