

Parent/Public Communication of Concerns

Category	Educational Services		
Subject	Parent/Public Communication of Concerns		
Adopted		Revised	March 2021
Policies Used / Referenced	6-361; 10-157		

Policy Statement

Anglophone South School District recognizes that situations which are of concern to families may arise in the operation of the schools and the district, and approves the following procedures.

Procedures

- Concerns by parents/guardians regarding individual students shall be directed to the classroom teacher. If unresolved by the classroom teacher, the complaint shall then be directed to the School Principal or designate.
- Concerns of a general nature at the school level shall be directed to the School Principal or designate who will determine whether the complaint may be addressed by a specific school, district or provincial policy.
- Concerns involving transportation of pupils shall be directed initially to the School Principal. The Assistant Transportation Manager may be contacted.
- If a satisfactory settlement is not reached at the school level, the matter should then be referred to the appropriate local Education Centre staff.
- Failing agreement at this point, the matter shall be referred to the Office of the Superintendent.
- Certain concerns by parents/students may be appealed under the Education Act (example: grade placement, suspensions over 5 days)

Reference

- [A User's Guide for "The Appeal Process" as described in The New Brunswick Education Act \(January, 1998\).](#)
- [EECD Policy 703 - Positive Learning and Working Environment Policy](#)
- ["When Conflict Arises" - Brochure](#)