



## POLICY NO. ASD-W-250-22

### PARENT OR LEGAL GUARDIAN CONCERNS

**Category:** Human Resources

**Effective:** January 2022

#### Policy Statement

ASD-W fosters open communication with parents or legal guardians. This communication can be achieved through both formal and informal processes. If a parent or legal guardian has a desire to register a specific concern about the School District organization, programs, services, or treatment by staff, they should follow authorized procedures that outline channels of communication. Good citizenship and civility are to be modeled and reinforced throughout the school community, including on social media. Every person is to be valued and treated with respect.

#### Procedures

When a question, or concern or complaint arises, the following steps must be followed to ensure fairness to all involved. Discuss the issue using plain language that is not blaming, inflammatory or accusatory. Most often matters will be resolved at the first level. If not, proceed through to the next level(s) of contact.

1. When the parent or legal guardian cannot find resolution of a concern through conversation with the teacher, the next avenue of communication should be the school administration and / or their immediate supervisor, where appropriate.
2. When a concern remains unresolved, the parent/legal guardian may contact the appropriate manager or director who will liaise with the respective Director for support where necessary.
3. If unresolved, the matter is escalated to the Superintendent as the final step.

#### Reference

- [Education Act, Section 13 Role of Parents](#)
- Department of Education and Early Childhood Development Policy 703: [Positive Learning and Working Environment](#)
- Provincial Student Code of Conduct Guidelines