

**PARENT / PUBLIC COMMUNICATION OF CONCERNS****Category:** Educational Services**Effective:** January 2022**Policy Statement**

Anglophone West School District recognizes that situations of concern to parents or the public may arise in the operation of the schools and the district. When concerns arise, the following procedures will be followed:

**Procedures**

1. Concerns by parents regarding individual students shall be directed to the classroom teacher. If unresolved by the classroom teacher, the concern shall then be directed to the school principal or designate.
2. 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 in a specific school, district or provincial policy. The process will be carried out within a reasonable time frame.
3. Concerns involving transportation of pupils shall be directed to the school principal. Involvement of school district transportation staff may be necessary.
4. If a satisfactory settlement is not reached at the school level, the matter should then be referred to the appropriate Director of Schools at the local Education Centre.
5. Failing resolution, the matter shall be referred to the Superintendent.
6. Concerns identified in the New Brunswick Appeal Process may be appealed under the Education Act.

**Reference**

- [A User's Guide for The Appeal Process](#) as Provided for In the New Brunswick Education Act
- Department of Education and Early Childhood Development [Policy 703 - Positive Learning and Working Environment Policy](#)