



POLICY 250 – INQUIRIES AND CONCERNS

The Board of Education welcomes input from the public, parents, students and employees which is based upon a sincere desire to improve the quality of education.

The Board believes that all stakeholders should be protected from unnecessary, inappropriate or malicious criticism. Many concerns are a result of a misunderstanding and are best addressed with the staff member involved with the concern.

In the process of resolving a concern, hearsay and rumour will be discounted in favour of considering facts directly related to the situation.

The Board recognizes that concerns, misunderstandings and disagreements will occasionally arise and are to be resolved using the following guidelines:

Guidelines

1. Parents, students and/or the public are encouraged to take concerns directly to the staff member involved. Where there is a communication breakdown, the Principal shall address the concern.
2. Staff are expected to take concerns to the staff member involved or to notify the staff member that they intend to take their concern to the staff member's supervisor. Teachers shall address their concern in accordance with the BCTF Code of Ethics.
3. Concerns regarding school level matters directed to District Office shall be referred to the Principal who shall notify the appropriate staff member and address the concern.
4. Concerns directed to a Trustee shall be referred to the Superintendent.
5. Concerns directed to a Parent Advisory Committee executive member shall be referred to the Principal.
6. In the event a concern remains unresolved at the school level, it will be addressed by the Superintendent.