



Public Concerns

Board Received: November 23, 2015

Review Date: December 2019

Context

Grand Erie District School Board is committed to developing strong relationships with parents, students and the community. Together, we create safe, positive climates for learning and working. The Grand Erie District School Board will address public concerns in a fair, respectful and effective manner.

Procedures

If a parent/guardian/community member has a concern about a school matter, they are advised to follow the process below, also outlined in the graphic provided on page 2, in resolving the issue. At all times, the parent/guardian/community member is encouraged to speak to the local Trustee who can assist in reviewing school matters and provide explanations of Board policies and procedures. The Trustee can also assist in referring the parent/guardian/community member to appropriate Board personnel for resolution of the matter. In the case of a concern expressed by a community member, contact should be initiated with the Principal of the school rather than classroom teachers.

Classroom Concern: Review the issue with the child's teacher

The parent/guardian should discuss a concern or issue with the classroom teacher at a mutually convenient time. If the parent/guardian and the teacher are not able to resolve the issue, it should be discussed with the school principal (or designate). If the parent/guardian/community member and the school principal are not able to resolve the issue, they may request that the matter be reviewed by the Family of Schools Superintendent.

School-Wide Concern: Review the issue with the school Principal

The principal (or designate) will gather facts from everyone involved to clarify the problem and work to resolve the matter as quickly as possible. Basic to every investigation is the Board's expectation that employees and students will follow school and Board policies and procedures. If the parent/guardian/community member and the school principal are not able to resolve the issue, they may request that the matter be reviewed by the Family of Schools Superintendent.

Board-Wide Concern: Review the issue with the Superintendent

The superintendent will review the matter as it relates to established policies and procedures and will respond to the parent/guardian/community member about his/her concern. A list of Superintendents with contact information and areas of responsibility can be found on the Grand Erie website www.granderie.ca under the Board tab.

Role of Trustees

As elected representatives of their communities and advocates for students, parents and community members, Trustees can greatly assist to facilitate communication between the parent/guardian and the appropriate staff member at the school or Board level. In the case of community member issues, the Trustee can facilitate communication directly with the Principal.

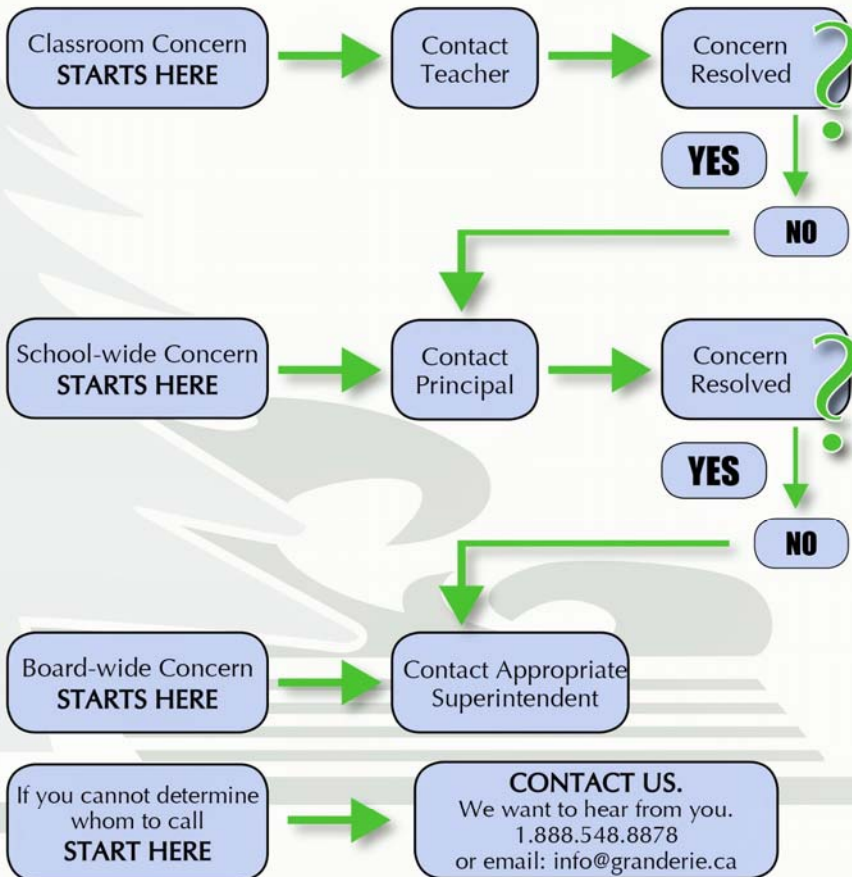
Parents/guardians/community members may contact trustees at any time. Trustees will direct the parent/guardian/community member to the process which should be followed in resolving any concerns or to the appropriate person or step in the process (dependent on the steps the parents/guardians/community member have already undertaken to resolve the concerns at the time the trustee is contacted). A list of Trustees with their contact information can be found on the Grand Erie website www.granderie.ca under the Board tab.

Resource

The following information is available on the Grand Erie website under the Contact Us tab.



HOW TO GET HELP WITH A CONCERN



YOUR TRUSTEE CAN GUIDE YOU THROUGH THIS PROCESS.
Find your Superintendent and Trustee Representative at granderie.ca

Engage, support and inspire all learners to achieve and succeed.