


<b>HISTORY:</b> <b>Adopted:</b> <b>November 23, 1999</b> <b>Redraft Nov. 2002</b> <b>Adopted Jan. 14/03</b> <b>Redraft Oct 29/08,</b> <b>April 27/09,</b> <b>Adopted June 2/09</b>		<b>POLICY TITLE:</b> <b>COMMUNICATIONS,</b> <b>CONCERNS &amp; COMPLAINTS</b>  <b>Cross Reference:</b> <b>#203 – Discrimination &amp;</b> <b>Harassment, Bylaw #1</b> <b>Student/Parent Appeal</b>	<b>POLICY NO.</b> <b>206</b>  <b>Page 1 of 2</b>
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## **POLICY**

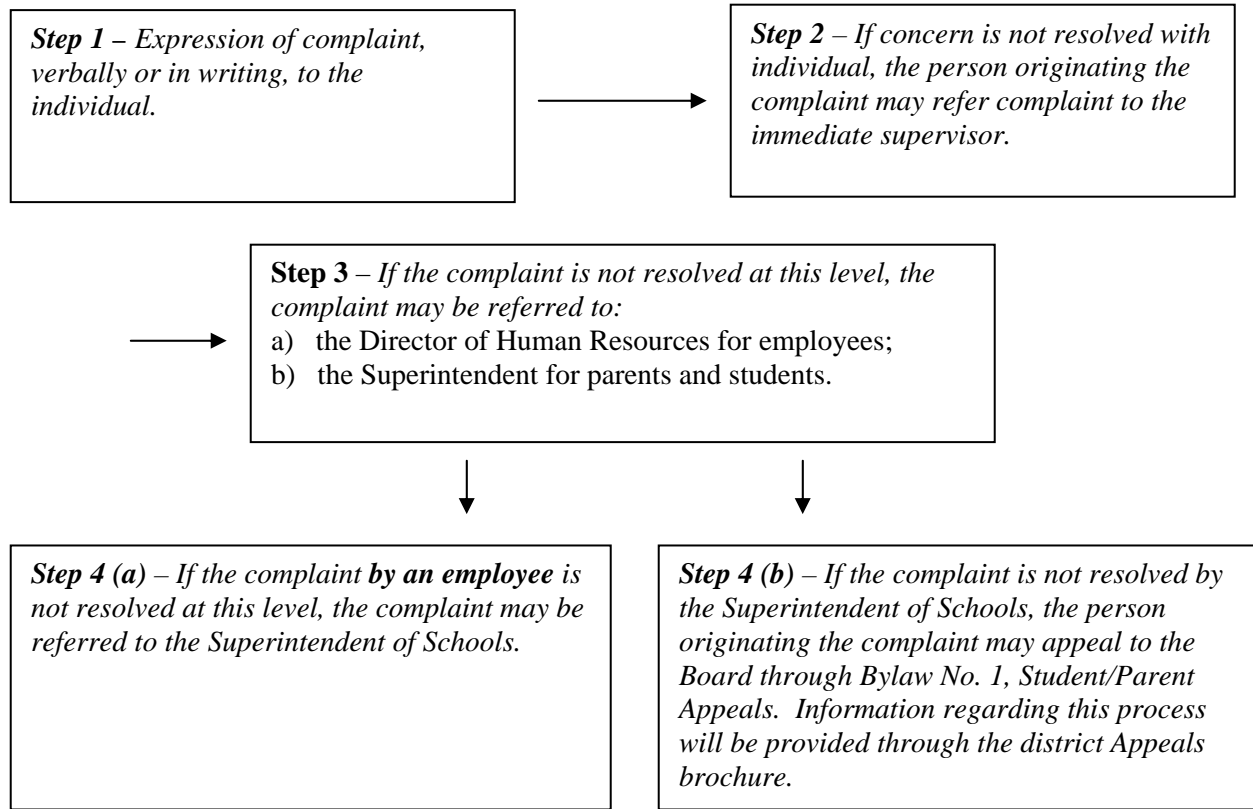
The Board of School Trustees believes that the cohesion of the District is enhanced by good external and internal communications. The Board endeavors to keep the public and District partners informed in a variety of means, and to address concerns, complaints, and requests for information in a judicious and expeditious manner.

## **REGULATIONS**

1. Communications
  - 1.1 Internal communication is accomplished through Board meetings, committee reports, publications, newsletters, memoranda, in-service sessions and personal meetings with individuals and groups.
  - 1.2 External communication is accomplished through publications, news releases, contact with parents, educational and community groups, educational displays, radio, television, newspapers and the District web page. Trustee communication is governed by Policy No. 115, Communication Protocols for Trustees.
  
2. Requests for Information
  - 2.1 Requests for information of a general nature should be directed to a school or the School Board Office.
  - 2.2 Requests which, in the opinion of the Superintendent of Schools, require considerable effort on the part of staff shall be subject to Freedom of Information and Protection of Privacy procedures.
  
3. Concerns and Complaints
  - 3.1 Any individual expressing a concern or a complaint may choose to be accompanied by an advocate.
  - 3.2 The first contact should be with the person responsible for the issue or concern. Concerns may be expressed verbally or in writing; however, only the person to whom the correspondence is addressed will reply.

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3.3 Resolving a complaint: Steps



3.4 Staff concerns or complaints will be subject to procedures defined in the appropriate union Collective Agreement or individual contract.

4. Harassment Concerns and Complaints

4.1 All harassment complaints will be dealt with pursuant to Policy 203, Harassment, or the provisions of the appropriate Collective Agreement.

5. Allegations of Abuse Against an Employee

5.1 Allegations of physical or sexual abuse against an employee are subject to Policy 207, Child Abuse and Neglect, and must be reported to the Ministry for Children and Families and/or the RCMP or local police detachment.