



ADMINISTRATIVE POLICY No. 408

IMPLEMENTATION FALL 2006

STUDENT AND PARENT COMPLAINTS AND GRIEVANCES

The Board is committed to ensuring a fair and equitable process for hearing and addressing student and parental complaints. The Board is committed to just and careful procedures for adjudicating and resolving complaints.

PROCEDURES

1. General

- a. Complaints are to be addressed in a timely and appropriate manner.
- b. Efforts to address and/or redress complaints are to be carefully documented in order to ensure and enhance a fair and consistent response.
- c. Complaints regarding school operation and treatment of students may be made by:
 - i. A parent or guardian who is acting on behalf of the student.
 - ii. A student who is:
 - Sixteen years of age or older and living independently or,
 - Eighteen years of age or older.
- d. In the event of a dispute at the school, the student's teacher is to be the first person to hear and address any complaint or grievance from a student or parent.
- e. If the complaint cannot be resolved with the teacher, the principal is to be contacted.

- f. If a complaint cannot be resolved with the principal, the student or parent may contact the Director of Education, or designate to seek resolution, or:
 - i. Complaints may be made directly to the Director, or designate in the event of conflict of interest with the principal.
- g. If a complaint cannot be resolved with the Director of Education or the Director's designate, the student or parent may make a written complaint to the Board of Education, or:
 - i. Complaints may be made directly to the Board of Education in the event of conflict of interest with the Director.
- h. The Board of Education is to decide on an appropriate address to the complaint or grievance, and then is to use that method to make a decision that resolves the dispute. The Board's decision is binding on all parties.