



## Administrative Procedures

<b>AP-408</b>  STUDENT AND PARENT COMPLAINTS AND GRIEVANCES	<b>Date of implementation:</b> Fall 2006 <b>Date of update:</b> June 2019
	<b>Related Administrative Procedures:</b> <a href="#">Communication Protocol</a>

**Purpose:** Prairie Spirit School Division is committed to ensuring a fair and equitable process for hearing and addressing student and parental complaints. The Division is committed to just and careful procedures for adjudicating and resolving complaints.

**Procedures:**

- 1) Complaints regarding the operation of the school, or the treatment of a student may be made by:
  - A parent or guardian acting on behalf of a student.
  - A student who is 16 years of age or older and living independently.
  - A student is 18 years of age or older.
- 2) Complaints are to be addressed in a timely and appropriate manner.
- 3) Complaints, the process by which they are addressed, and the results of the process will be documented and kept on file.
- 4) Complaints and/or concerns should generally be made first to the person (teacher/staff member, principal, superintendent, director) whom is the subject of the complaint in an attempt to resolve the matter informally.
- 5) If the complaint cannot be resolved by the complainant and the person who is the subject of the complaint, the complainant may take the complaint to the immediate supervisor of the person who is the subject of the complaint.
- 6) If the complaint cannot be resolved with the immediate supervisor, the complainant may take the complaint to the next level. The complaint is to be addressed at each level before proceeding. The levels are as follows:
  - Staff member
  - School-based administration
  - Superintendent
  - Director or designate
- 7) If the complaint cannot be resolved with the assistance of the Director of Education or designate, the complainant may make a written complaint to the Board of Education.

- 8) If a complaint reaches the Board of Education level, the Board of Education will decide on the process that will be used to investigate. Following the investigation, the decision of the Board of Education will be final and binding.

References: [Education Act, 1995](#) sections 85, 87, 148, 151.