



Administrative Procedures

AP-408	Date of implementation: Fall 2006
	Date of review: October 31, 2025
STUDENT AND PARENT CONCERNS AND RESOLUTION	Related Administrative Procedures:
	Recommended Communication Process

Purpose:

Prairie Spirit School Division is committed to fostering positive, respectful, and professional communication among students, families, and staff. We believe that open and constructive conversations are essential to creating a supportive learning environment. When concerns arise, the Division is dedicated to ensuring a fair and thoughtful process to understand and resolve them. All interactions should reflect mutual respect and support a workplace free from harassment.

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. There will be documentation of the complaint, the process for addressing the complaint and the results of the process.
- 3) Open communication is encouraged. Concerns should be addressed respectfully, beginning with the classroom teacher and including administration if necessary. Most concerns can be resolved at the classroom level. When parents, caregivers and school staff work together to resolve concerns, we have the best outcomes for students.
- 4) If the matter cannot be resolved at the classroom level or there are questions that are beyond the classroom, the immediate supervisor of the staff member involved will be consulted for further review and support.
- 5) If further resolution is needed, the concern may be brought forward to the next level of administration. The levels of communication are as follows:
 - Staff member
 - School-based administration
 - Superintendent
 - Director or designate
- 6) After following the recommended communication process, the Director of Education may be involved to discuss concerns and suggest changes to Division administrative policy. 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.

- 7) If a complaint reaches the Board of Education because a policy is not being followed or needs to be amended, the Board will follow Board policy in its response.

References:

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