

Topic:	Dealing with Public Concerns
Effective:	September 2016
Review/Revision Date:	September 2018
Responsibility:	Director of Education

INTENDED PURPOSE:

It is the practice of the Halton District School Board that public concerns and questions should be dealt with at the level closest to the issue. Therefore, the following procedures have been set out to help members of the public, staff and trustees expeditiously deal with questions and/or concerns. This procedure does not supersede or apply to any other administrative procedure where an escalation process is separately identified and/or defined.

PROCEDURES

Students/Parents/Guardians should follow the following guidelines for addressing questions or concerns.

1. Where a parent/guardian has a concern about his/her child's classroom or program, the issue should be addressed with the teacher.
2. Should the parent/guardian not be satisfied by the teacher's response, then the parent/guardian should address the concern to the school principal.
3. Should the parent/guardian not be satisfied with the principal's response, then the parent/guardian should address the concern to the Superintendent responsible for the school.
4. If the Superintendent is unable to satisfactorily resolve the matter, the parent/guardian should address the concern to the Associate Director, who may then consult with the Director of Education on the matter.
5. If the Associate Director/Director of Education is unable to resolve the issue, then the parent/guardian may ask his/her trustee to meet with the Director of Education to attempt to bring closure to the matter.

Members of the public should follow the following guidelines for addressing questions or concerns

1. If a member of the public has a concern regarding the operation of a specific school, it should be addressed to:
 - a. the Principal responsible for that school; or
 - b. should the Principal not be able to resolve the matter, the issue should be directed to the Superintendent responsible for that school.
2. A concern regarding a physical plant (school/building) should be addressed to the Superintendent of Facility Services.
3. A concern regarding Board finance should be addressed to the Superintendent of Business Services.
4. A concern regarding health and safety or staff should be addressed to the Executive Officer of Human Resources.

5. If the Superintendent(s)/Executive Officer is unable to satisfactorily resolve the matter, concerns may be addressed to the Associate Director who may then consult with the Director of Education on the matter.
6. Where a member of the public has a concern about a matter relating to the decisions of the Board of Trustees, the issue should be addressed with their local trustee. The trustee may redirect the issue to the Director, depending on the nature of the issue, and may choose to follow-up on the issue with the member of the public.