

**1003.1 Channels of Communication and Disputes Resolution**

**Policy**

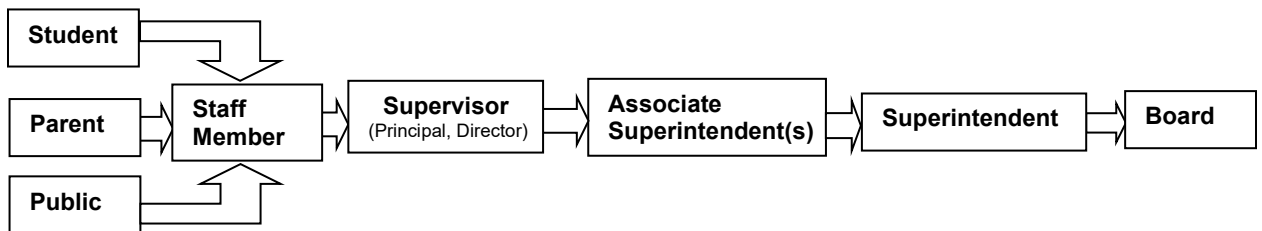
The Board shall engage in open communication with Division stakeholders as it is fundamental to the education of students and the successful operation of the Division.

**Regulations**

1. All official Board communications, policies, and directives of interest to staff shall be communicated to staff members through the office of the Superintendent.
2. All formal communications or reports to the Board from Division staff members shall be submitted through the Superintendent.
3. The Chair of the Board or designate shall be the official spokesperson of the Board.
4. The Board and/or Superintendent shall communicate with School Councils through School Council chairs and/or through Division School Council representatives.
5. Each school shall have a trustee assigned as a Board liaison.
6. Each school shall have a member of Executive Council assigned as a Division liaison.
7. The liaisons may attend School Council meetings, staff meetings and other special events, as available.
8. Schools will establish procedures to ensure liaisons are informed about activities and events in their assigned schools.
9. Significant school events should be reported to the office of the Superintendent and Communications Officer.
10. Staff members requesting information from the Board shall normally do so through the principal and/or Superintendent.

**11. Channels of Communication**

11.1 Matters involving students and/or staff shall respect the following channels of communication:




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**1000 – School/Community Relations**

- 11.2 Matters involving governance can be conveyed to Board members directly. As per Policy 201.3 General Powers and Duties of the Board, these matters include: planning, policy, budgeting, accountability and assurances practices, appeals, advocacy and communication.
12. Information about appropriate channels of communication shall be made available on the school website.
13. For media requests, refer to Policy 1001.3 *Communications*
14. Dispute Resolution
- 14.1. The following procedures will be adhered to for resolving disputes or concerns between parents and school staff that endorse a co-operative and collaborative learning environment for students. Parents/guardians, students, and staff shall, at all times, approach the resolution process with respectfulness and intent for resolution. Some outcomes of this process may not be shared due to privacy legislation.
- 14.1.1. The parents/guardian or student over the age of 16 should address the dispute or concern directly with the staff member involved within five school operational days of being advised of the decision that is of concern or under dispute.
- 14.1.2. . If the parent/guardian or student's dispute or concern is not resolved by directly addressing it with the school staff member involved, the parent/guardian or student shall bring it forward to the principal or principal designate for resolution within five school operational days following the response of the staff member in 14.1.1. If the dispute or concern is with a non-school staff member, the concern shall be brought forward at this point to the direct supervisor of the staff member. If the dispute or concern is with a member of the school administration, the concern shall be brought forward at this point to the Associate Superintendent of Human Resources.
- 14.1.3. The principal, principal designate, or supervisor may utilize a variety of strategies to resolve issues, including but not limited to:
- 14.1.3.1. meeting with the parent and staff member;
  - 14.1.3.2. mediation;
  - 14.1.3.3. restorative justice;
  - 14.1.3.4. obtaining advice, services, or opinion of a medical practitioner or other professional;
  - 14.1.3.5. involving child welfare, social services, police, other external agencies; and or
  - 14.1.3.6. involving Division staff or consultants who have relevant expertise to the dispute or concern.

14.1.4. If the principal, principal designate or direct supervisor feels that the dispute or concern has been adequately addressed but the parent/guardian or student does not, the principal, principal designate or direct supervisor shall advise the parent/guardian or student of the Division appeal policy (Policy 505.9 *Appeals Concerning Student Matters*).

### References

Alberta Education Act:	33, 41
Division Policies:	202.2 Chair of the Board, 202.3 Individual Trustees, 203.1 Policy Development, 201.3 General Powers and Duties of the Board, 402.8.1 Harassment and Discrimination of Employees, 505.9 Appeals Concerning Student Matters, 608.6 Parent and Student Handbook, 805.6 Access to Information, 805.7 Preservation & Disposal of Records, 1001.3 Media Relations, 1002.4 School Councils
Other:	Freedom of Information and Privacy Act (FOIP)